



MEMBER HANDBOOK

Volunteer. Prepare. Engage.



**Fairfax
Medical
Reserve
Corps**



July 2016
www.fairfaxcounty.gov/MRC

a program of the Fairfax County Health Department

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MESSAGE FROM THE HEALTH DIRECTOR

MRC Volunteers,

Thank you for your commitment to the Fairfax County Health Department and the Fairfax Medical Reserve Corps (MRC). In Fairfax County, the MRC is a volunteer program administered by the Fairfax County Health Department. The mission of the Fairfax MRC is to enhance the Fairfax County Health Department's ability to prepare for, respond to, and recover from natural and man-made disasters and emergencies.

As an MRC volunteer, the Fairfax County Health Department may call upon you during times of an emergency to assist and augment our response capability. Since the readiness of our MRC is dependent on each volunteer being individually prepared, please ensure that you will be ready and able to respond by developing an emergency preparedness kit for you and your household and completing your family and household emergency plans. Only MRC volunteers that have completed their Basic Training are able to participate in more advanced training and emergency activations. You must complete the mandatory training within one year, so please do so as soon as possible.

The Fairfax MRC Volunteer Handbook provides you with the practical information you will need to maximize your volunteer experience. This handbook was developed to provide guidance to Fairfax MRC volunteers to ensure the effective coordination of volunteer support for public health emergency response. Please take the time to review the contents of the handbook and refer back to it for reference as needed.

The Fairfax County Health Department is indeed fortunate to have a cadre of dedicated volunteers, such as you, who are ready, and willing to assist. We value your support of this critical public health preparedness and response program. As always, please feel free to contact the Fairfax MRC Program Office with any questions or comments at HDMRC@fairfaxcounty.gov or via phone at 703-246-8641.

Best regards,

Gloria Addo- Ayensu, MD, MPH
Director of Health
Fairfax County Health Department



PURPOSE OF THE HANDBOOK

The *Member Handbook* establishes the necessary organizational, operational, and administrative procedures for the effective operation of the Fairfax Medical Reserve Corps. It provides guidance to Fairfax MRC members on how to effectively and appropriately contribute to public health emergency operations and routine public health activities. Finally, this handbook defines the process by which the unit is activated and its personnel and resources are deployed.



ACRONYMS

ASPR	Assistant Secretary for Preparedness and Response
CERT	Community Emergency Response Team
DCVMRC	Division of the Civilian Volunteer Medical Reserve Corps
DHS	US Department of Homeland Security
FEMA	Federal Emergency Management Agency
HHS	US Department of Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act
ICS	Incident Command System
MRC	Medical Reserve Corps
NIMS	National Incident Management System
OEP	Office of Emergency Preparedness
PIO	Public Information Officer
POD	Point of Dispensing
VDH	Virginia Department of Health
VMS	Volunteer Management System
VPS	Volunteers in Police Service
VVHS	Virginia Volunteer Health System

MEDICAL RESERVE CORPS OVERVIEW



WHY WAS THE MEDICAL RESERVE CORPS CREATED?

The September 11, 2001 terrorist attacks highlighted a significant need for trained medical and public health personnel to assist with emergency operations. Many medical and public health professionals sought to support emergency relief efforts during that time, but there was no organized approach to channel their efforts. Today, the MRC program provides the structure necessary to deploy medical and public health personnel in response to an emergency. The MRC is comprised of medical and public health professionals nationwide who serve as volunteers ready to respond to natural disasters and emergencies and to assist communities with ongoing initiatives to protect and promote health. A map showing all MRC units in the nation can be found at <https://medicalreservecorps.gov/FindMRC>.

WHAT DOES THE NAME MEDICAL RESERVE CORPS MEAN TO OUR COMMUNITY?

Each community is different, and these differences may require alternative approaches to public health and emergency response; however, all communities can benefit from a similar understanding of the MRC. The terms “medical” and “reserve” indicate that trained personnel are available to respond to emergencies that require support of the community’s health and medical resources. The “medical” in Medical Reserve Corps does **not** limit MRC units to medical professionals; individuals without medical training can and do fill essential supporting roles. “Corps” refers to an organized body of individuals with a similar function. In Fairfax, the MRC is a group of medical and non-medical volunteers trained and ready to support public health during emergencies, as well as through routine community activities.

WHO DIRECTS THE FAIRFAX MRC?

The Fairfax MRC is a locally administered program under the Fairfax County Health Department’s Office of Emergency Preparedness (OEP). The Fairfax MRC program staff include the MRC Coordinator, who is responsible for all aspects of volunteers and program management. The MRC program falls under the Public Health Emergency Management Coordinator and the Director of Community Health Development and Preparedness at FCHD. Fairfax MRC partners with the Virginia MRC program office, and reports to the Division of the Civilian Volunteer Medical Reserve Corps (DCVMRC).

In Virginia, the MRC State Coordinator is located in the VDH Office of Emergency Preparedness and is responsible for the public health and emergency coordination of Virginia MRC units, the administration of the Virginia Volunteer Health System (VVHS), grant management, and promotion of the Virginia MRC program. There are currently 27 MRC Units in Virginia, including 5 in Northern Virginia.

At the national level, the DCVMRC, headquartered in the Office of Emergency Management under the Office of the Assistant Secretary for Preparedness and Response (ASPR) within the U.S. Department of Health and Human Services (HHS), functions as a clearinghouse for information and best practices to help communities establish, implement, and maintain MRC units. It supports the MRC network by providing technical assistance, coordination, communications, strategy and policy development, grants and contract oversight, training, and other associated services. The DCVMRC also oversees the activities of ten MRC Regional Coordinators, who collaborate with national, state, and local level emergency, health, and medical personnel to achieve MRC program objectives.



WHICH GROUPS IS THE MRC AFFILIATED WITH?

Although the MRC is sponsored by ASPR, it coordinates its efforts with several partner programs through the US Department of Homeland Security's (DHS) Citizen Corps, a national network of volunteers dedicated to ensuring safety and security in local communities. MRC units often collaborate with partner programs such as Community Emergency Response Team (CERT), USAonWatch (Neighborhood Watch), Volunteers in Police Service (VPS), and Fire Corps to protect, prepare, and serve their communities more effectively.

FAIRFAX MEDICAL RESERVE CORPS

ABOUT THE FAIRFAX MRC

The Fairfax MRC started as a 7-physician Biohazard Medical Action Team in 2002, in response to the 2001 U.S. mail anthrax attacks. In 2003, the group was established under the National MRC program. As one of the oldest MRC programs in the country, the Fairfax MRC seeks to improve the health and safety of communities across Fairfax County and to ensure that the County is equipped with sufficient medical and non-medical volunteers to support the existing public health infrastructure during both public health emergencies and routine community activities.

CURRENT MEMBERSHIP

As of summer 2016, Fairfax MRC membership fluctuates around 500 active and 200 pending volunteers. Our members come from diverse backgrounds and have varying levels of education and training. About 48% of our members come from professional medical backgrounds: the majority of the medical volunteers are nurses, with doctors, pharmacists, and behavioral health professionals also serving as members. 52% of our members are non-medical volunteers.

MISSION AND OBJECTIVES

The mission of the Fairfax MRC is to enhance Fairfax County Health Department's ability to prepare for, respond to and recover from natural and man-made emergencies.

The primary functions of the Fairfax MRC are:

- **Response** to emergencies that impact the public health of our community in support of the health department.
- **Support** the health department's daily operations, including clinic, administrative, and warehouse support.
- **Outreach** to the community, including promoting health department's core messages and conducting MRC recruitment.
- **Training** to build a public health foundation for volunteers.

The specific objectives of the Fairfax MRC are to:

- Recruit members to provide public health support during local emergencies and participate in ongoing public health activities in the community
- Ensure that the unit is integrated into community response plans and preparedness efforts
- Deliver a comprehensive training program for members that meets the needs of the community during an emergency and the personal expectations of the volunteer
- Support the community in emergency response and recovery efforts, thereby enhancing the capacity of local response agencies
- Promote community involvement through public education and awareness campaigns that support public health and preparedness initiatives
- Collaborate with community volunteer organizations, including Volunteer Fairfax, CERT, and the American Red Cross
- Improve volunteer communication through the use of e-mail and mass notification systems



MRC MEMBER BENEFITS

- Knowledge that you're helping to improve the health and safety of your community
- Satisfaction from serving your community in times of emergency
- Opportunities to develop your skills and gain experience in a variety of public health areas
- Opportunities to provide input within your area of expertise and interest
- Training opportunities with the possibility of continuing education units

GUIDING PRINCIPLES

The Fairfax MRC program operates according to the following principles:

- We treat all members, clients, staff, volunteers, and partners with respect and dignity in all situations.
- We respect the fact that our members are donating their time and expertise for the overall health and well-being of the community.
- We provide training and volunteer opportunities that we believe will enhance members' experience and support our unit's objectives.
- We will communicate clearly and consistently with our members.
- We will encourage and value input from our members.
- We acknowledge that participation in MRC trainings, events, and deployments is voluntary and that our members have the option to decline assignments for any reason.
- We will never ask a member to perform tasks beyond the scope of his/her licensure, credentials, training, or level of comfort, nor knowingly place a member at risk.
- We will consistently seek the inclusion of members from across a variety of demographic groups, backgrounds, professions, and affiliations.



ABOUT THE FAIRFAX HEALTH DEPARTMENT

The Fairfax Health Department sponsors the Fairfax MRC program. The mission of the Fairfax Health Department is to "protect, promote and improve health and quality of life for all in our community."

The core functions of the Fairfax County Health Department are:

- **Prevention** of epidemics and the spread of disease.
- **Protecting** the public against environmental hazards.
- **Promoting** and encouraging healthy behaviors.
- **Assuring** the quality and accessibility of health services.
- **Responding** to disasters and assisting communities in recovery.

The Fairfax MRC is organized under the Office of Emergency Preparedness (OEP) within the Division of Community Health Development and Preparedness within the Health Department (see Figure 1).

The Fairfax Health Department fulfills its mission through its core values:

Customer service

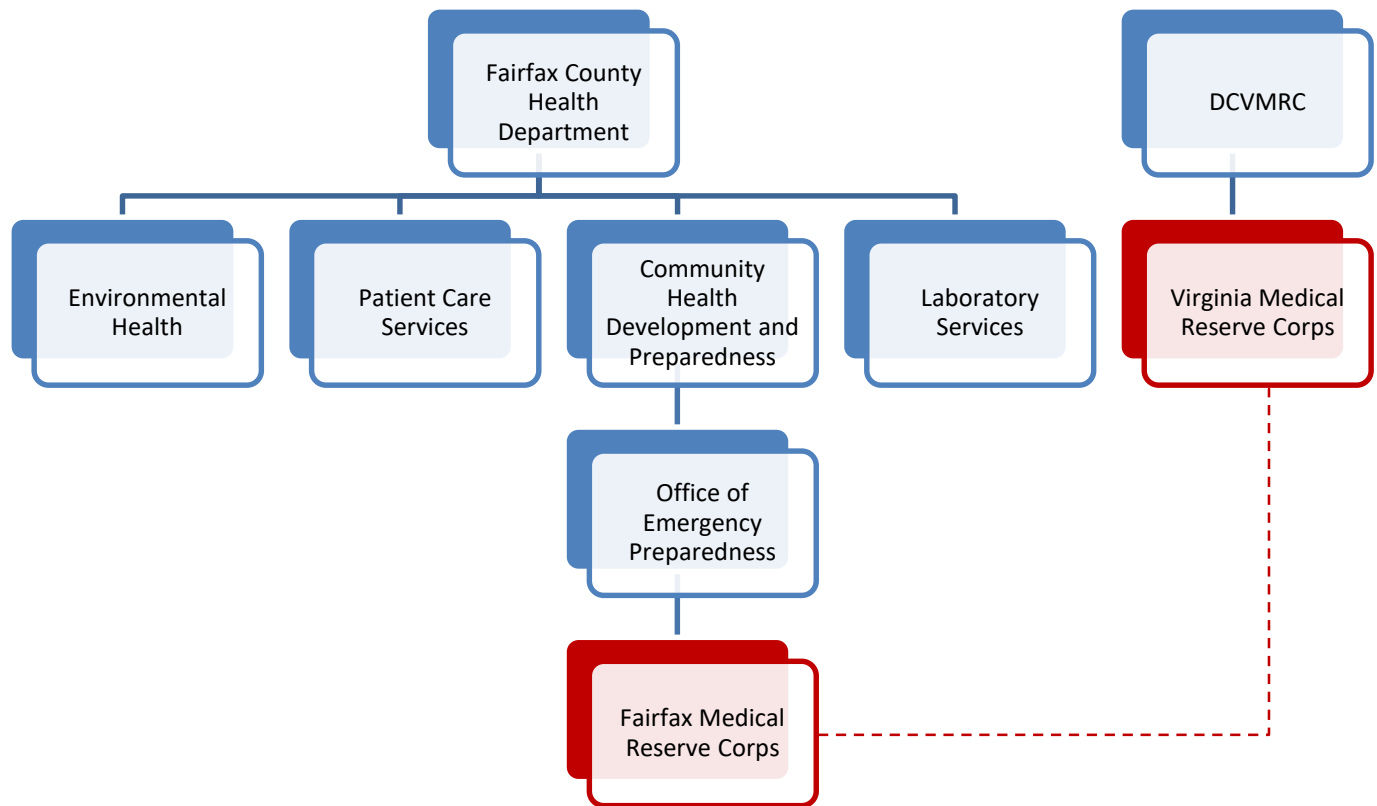
Respect

Integrity

Making a difference

Excellence



Figure 1. Fairfax Health Department Organization Chart

The Fairfax MRC is one of 27 local MRC units that comprise the statewide network of Virginia MRC units. The State Volunteer Coordinator, located in VDH's Office of Emergency Preparedness, provides guidance and technical assistance to MRC units across the Commonwealth. To learn more about other Virginia MRC units visit www.vamrc.org.

Our closest MRC neighbors in Virginia are the Alexandria, Arlington, Loudoun, and Prince William MRC units. In the National Capital Region, MRC units are also active in the District of Columbia and Prince George's County, Maryland.

MRC VOLUNTEER STANDARDS

ELIGIBILITY

- Members must be at least eighteen years of age.
- Members must be a resident of Fairfax County.
- United States citizenship is not required; however, members must present a valid form of identification at the time of orientation. Members are required to maintain a valid driver's license or other state-issued identification.
- Members must remain free of felony and serious misdemeanor convictions.
- Members must register through the Fairfax County Volunteer Management System (VMS) and maintain their online volunteer profiles.



- Members must agree to abide by and sign the Fairfax Volunteer Code of Ethics ([Appendix A](#)).
- Members must agree to abide by and sign the Confidentiality Contract ([Appendix B](#)).
- Members are required to attend an MRC orientation session and remain aware of all-hazards planning and preparedness efforts in their community. Members must also complete the Federal Emergency Management Agency (FEMA) IS-100 and IS-700 classes. If not completed as part of MRC orientation, members must complete a one-hour Personal Preparedness Online Training.
- Members must participate in one or more activities per year.
- Members are expected to have a reliable source of transportation.
- If available, members should participate in MRC meetings, outreach activities, trainings, exercises, and mobilizations when requested.
- Members are not required to hold any prior training or certifications.

MEDICAL VOLUNTEERS

Fairfax MRC medical volunteers are required to hold an active license or certification to practice in the Commonwealth of Virginia and must work strictly within their legally defined scope of practice. If you hold a license or certification upon admission to the MRC or obtain one after becoming an MRC member, you must update this information in your VVHS profile. In addition, you must provide a copy to the MRC Coordinator so that your credentials can be verified with the appropriate agency. Medical volunteers are required to maintain their level of licensure/certification and provide proof of re-licensure or re-certification when their credentials expire. The Fairfax MRC does not pay for re-licensing/re-certification fees.

NON-MEDICAL VOLUNTEERS

If you have an inactive or out-of-state medical license/credential, or if you do not work in the medical field, you are eligible to serve as a Fairfax MRC non-medical volunteer. If you hold an inactive or out-of-state license/credential, we still encourage you to enter your license/credential number in your online volunteer profile. If an emergency is of sufficient magnitude, the governor may waive certain requirements to authorize retired and out-of-state medical professionals to perform various clinical functions.

RECRUITMENT

The Fairfax MRC engages in active and ongoing recruitment efforts. Throughout the year, we participate in community events and programs that provide an opportunity to recruit individual members. We also receive volunteer referrals from Volunteer Fairfax, a non-profit agency that recruits, mobilizes, and connects local volunteers to available volunteer opportunities. Finally, Fairfax MRC participates in online recruitment campaigns through the Virginia MRC and the DCMRC.

We encourage our members to assist with recruitment by asking appropriate individuals within their professional and social networks to consider joining the Fairfax MRC.

BECOMING AN ACTIVE VOLUNTEER

Completing each step below establishes you as an active volunteer with the Fairfax MRC. In choosing to become a Fairfax MRC member, you agree to support the community's public health preparedness, response, and recovery efforts when requested. We encourage you to discuss your



participation in the Fairfax MRC program with your family and employer to make them aware of your commitment to volunteer during an emergency.

1. CREATE A VIRGINIA VOLUNTEER HEALTH SYSTEM (VVHS) ACCOUNT

When you signed up to become a member of the Fairfax MRC, you likely did so by creating an online account and completing profile information through the Virginia Volunteer Health System (VVHS) (<https://vvhs.vamrc.org/>). The VVHS profile is the starting point to joining Fairfax MRC. All Fairfax MRC volunteers must complete an online application before they can be accepted as an MRC volunteer. Your VVHS profile tells the Fairfax MRC Coordinator how to contact you in the event of an emergency response, for upcoming trainings and events, and who to contact should anything happen to you during your activation. Therefore, it is important to keep this information up to date, including contact information, emergency contact, healthcare license, and training certificates. Additionally, you will be asked to review and acknowledge the Fairfax Volunteer Code of Ethics, Confidentiality Contract, Photo Release, and Volunteer Insurance information. See [Appendix E](#) for a step-by-step guide to creating and maintaining your VVHS profile.

2. CREATE A TRAIN VIRGINIA ACCOUNT

The next step toward becoming active with the Fairfax MRC is to create and submit a training profile application through TRAIN Virginia (<https://va.train.org>). TRAIN Virginia is an online learning resource managed by the Virginia Department of Health. TRAIN enables you to take online courses to improve your skills and learn more about specific technical areas of public health emergency response. See [Appendix F](#) for a step-by-step guide to creating your TRAIN Virginia profile and registering for courses.



3. ATTEND ORIENTATION AND IS-100/700

It is important for all members to attend a Fairfax MRC volunteer orientation. The two-hour orientation class provides an overview of the MRC program, including Fairfax MRC policies & procedures, and covers a variety of emergency preparedness topics. The orientation also provides a basic personal preparedness training overview that satisfies the personal preparedness training requirement. . Orientation gives you an opportunity to meet other new MRC volunteers.

Additionally, in order to achieve Active Volunteer status, members must complete FEMA IS-100 (Incident Command Systems) and IS-700 (National Incident Management System). Fairfax MRC will make every attempt to combine these into one in-person training; however, the required trainings are also available in a self-paced online format. The IS-100 and 700 classes are available to take online at TRAIN Virginia (<https://va.train.org>) or FEMA (<https://training.fema.gov/IS/NIMS.asp>). On TRAIN Virginia, the course ID for the trainings are:

- 1024627 for IS-100
- 1016070 for IS-700

After completing the trainings, all participants must go online to complete an exam, and then submit the Certificate of Completion to the MRC Program Office in order to receive credit for the training. Volunteers will be notified via e-mail by the MRC Program Office when training requirements are completed. Until the training requirements are completed, volunteers will receive quarterly e-mail reminders. Those who do not complete the Basic Training requirements within one year of applying will be moved to an Inactive Status (see "Volunteer Status" below



for more information on volunteer levels). Instructions for establishing a TRAIN Virginia account are in [Appendix F](#).

The Fairfax MRC program normally holds orientation classes in the evening or on weekends at the Fairfax County Health Department's Kelly Square location, 10777 Main Street, Fairfax, VA 22030. Volunteers may self-register for an upcoming orientation on the TRAIN Virginia website (search for course ID "1041920") or contact the MRC Coordinator to arrange attendance.

4. COMPLETE BACKGROUND AND REFERENCE CHECKS

Fairfax MRC conducts background investigations that include criminal history record, sex offender registry, and crimes against minors. Disqualifying convictions include, but are not limited to: sexual offenses, violent activity, HIPAA violations, and inappropriate relationships with patients (healthcare workers). At his/her own discretion, the MRC Coordinator, in consultation with the Human Resources Manager, will evaluate convictions on a case-by-case basis. Fairfax MRC also performs healthcare license checks through the Virginia Department of Health Professions and a check of HHS' Office of Inspector General Exclusion Database.

For certain MRC activities, volunteers may need to go through an additional set of background checks. This would include those working in a school setting or other location around children, other sensitive populations, or those in contact with private medical information. These checks include a Confidentiality Statement ([Appendix B](#)), Immunization Record and Health Inventory, and Appointee Background Form ([Appendix D](#)). These volunteers may also be required to take OSHA and computer access trainings.

Additionally, the MRC Coordinator may check references for any MRC member who wishes to serve in a leadership capacity. References may be personal or professional; however, all references should be able to attest to your skills, qualifications, and personal attributes.

VOLUNTEER STATUS

In order to provide a ready and capable corps of volunteers, it is important that volunteers are active in the MRC and have completed all required training. Depending on the completion of the required trainings and level of participation in the MRC, volunteers are categorized into one of the statuses below (see additional information on volunteer status classifications in [Appendix G](#)):

Pending: Volunteers with a Pending status are in the process of completing their Application and Basic Training Requirements. A pending volunteer has registered through VHHS, but has not completed the MRC orientation, FEMA ICS courses, and the Personal Preparedness course. Volunteers at this level **will not** be activated for emergency, and are **not** eligible for training or events beyond the Basic Training.

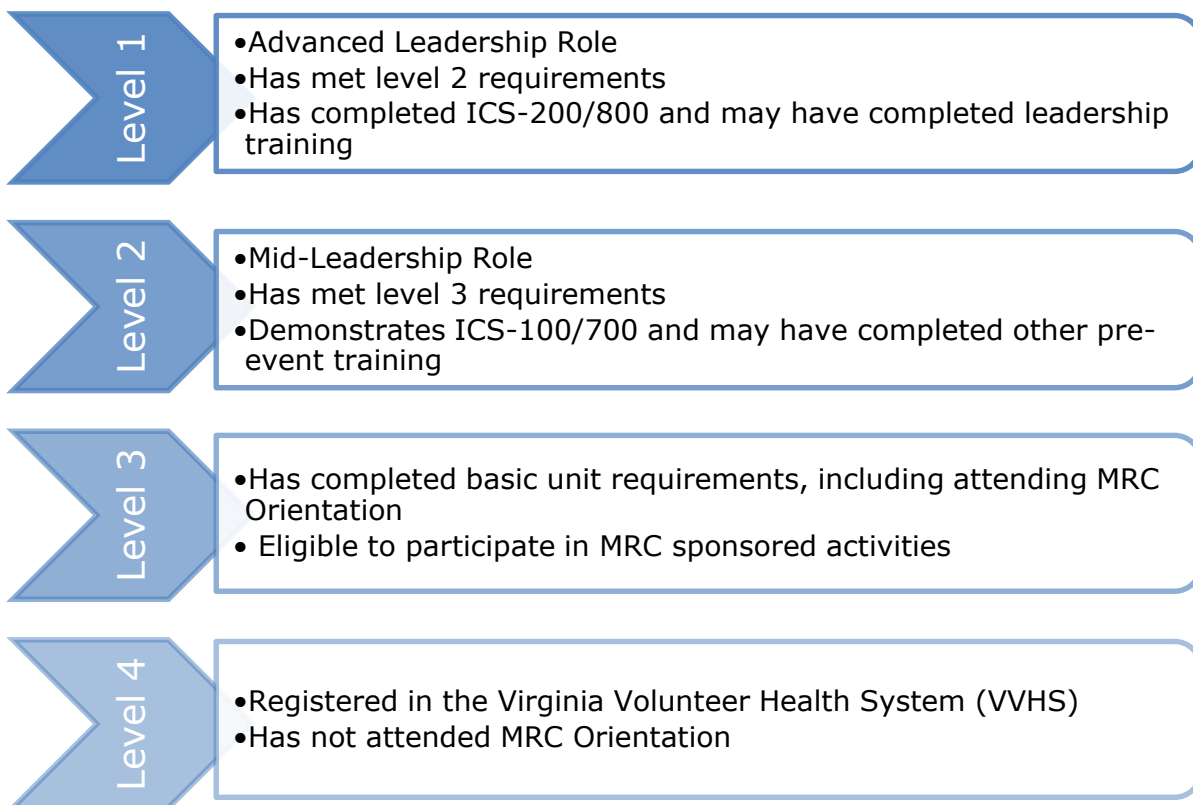
Active: Volunteers with an Active status have completed all training and activity requirements. An active volunteer **will** be activated for emergency, and is eligible to participate in MRC sponsored programs, drills, events, and training opportunities.

Inactive: Volunteers with an Inactive status have completed the Basic Training requirements, but not the activity requirements. Active volunteers should respond to one activity per calendar year. This may include responding to a notification drill, training, or administrative support for the MRC, as well as emergency response activities and outreach events. An inactive volunteer **will not** be activated for emergency, and are **not** eligible for training or events until the activity requirement has been met.



Temporarily Inactive: Volunteers with a Temporarily Inactive status are temporarily unavailable to participate, but plan to return to Active status shortly. Events such as deployments or other limited time out of the region, school attendance, or illness may be reasons a volunteer elects to be Temporarily Inactive. Like inactive volunteers, a temporarily inactive volunteers will be not activated for emergency or notified of training opportunities. They will, however, continue to receive Quarterly Newsletters from the MRC Program Office.

In addition, Fairfax MRC recognizes that members differ in many regards, including age, interests, professional training, life experiences, and levels of obligation to other volunteer or paid positions. One goal of the MRC program is to create an atmosphere that works well for *all* members *and* ensures that Fairfax County is prepared in the event of a large-scale public health emergency. The following tiered system of volunteering facilitates that goal:



VOLUNTEER CONDUCT

As a member of the Fairfax MRC, you should understand your responsibilities as well as the unit's definition of appropriate behavior. In general, the Fairfax MRC program expects that members will comply with the following standards of behavior:

- Adherence to all local, state, and federal laws at all times
- Adherence to applicable safety standards
- Professional behavior and adherence to the volunteer code of ethics
- Professional appearance while participating in any MRC-related activity
- Adherence to the chain of command, both within the local MRC unit and any Incident Command System established during an emergency



- Clear display of current identification and unit affiliation while on duty

The complete Fairfax Volunteer Code of Ethics is included with this *Handbook* as [Appendix A](#).

SCOPE OF VOLUNTEER ACTIVITY

Virginia law determines the scope of clinical work for *medical* volunteers; however, the state may lift some restrictions on scopes of practice in the event of a public health emergency. If the scope of your assigned volunteer activities changes, you will be notified by the Fairfax MRC program and trained accordingly. The status of your professional license/credential may also affect the scope of your volunteer activities. **If your license lapses or credentials change, you must immediately report the changes to the MRC Coordinator, in addition to updating this information in your VMS profile, so that we do not place you in a volunteer position that requires an active license/credential.**

The type of emergency in which the Fairfax MRC is activated will determine the scope of volunteer activity for *non-medical* volunteers. The MRC Coordinator or the relevant incident command position will assign roles to non-medical volunteers based on the needs of the incident. Generally, non-medical volunteers perform support functions rather than clinical functions. Under no circumstances should a volunteer who does not have an appropriate medical license/credential attempt to perform any clinical function.

Note that several state provisions for volunteer liability coverage exclude coverage for activities that are not within a volunteer's position description. Therefore, it is important that you be familiar with your position description and that you perform strictly within the scope of your assigned role. If at any time you do not feel qualified for or comfortable with performing your assigned position, immediately contact the MRC Coordinator before your shift or your assigned supervisor if you become uncomfortable with your role during a shift.

REPRESENTATION OF THE FAIRFAX MRC

Fairfax MRC members should abstain from contacting or communicating with media outlets, organizations or individuals on behalf of the Fairfax MRC or the Fairfax County Health Department without the written consent of the MRC Coordinator. MRC members are prohibited from publicly utilizing their MRC affiliation in connection with the promotion of partisan politics or religious matters. Prior to taking any action or making any statement, MRC members must seek consultation with and approval from the MRC Coordinator. These actions may include, but are not limited to, statements to the media, fundraising, coalition or lobbying efforts with other organizations, or any agreements involving contractual or financial obligations. Fairfax MRC members are authorized to act as representatives of the unit only as specifically indicated in their position descriptions.

CONFIDENTIALITY

As a Fairfax MRC member, you are responsible for maintaining the confidentiality of all proprietary or privileged information to which you may have access while serving as a volunteer. Confidentiality is particularly important with regard to clients' protected health information. During registration, you must read, understand, and agree to comply with the Confidentiality Contract, included with this *Handbook* as [Appendix B](#).

ATTIRE



Fairfax MRC members are expected to wear their MRC badge whenever serving in a volunteer capacity or visiting the Fairfax Health Department. When you receive your Fairfax MRC badge, you will also receive a lanyard so that you may wear your badge appropriately, in plain view above waist level. Any member that discontinues his or her affiliation with the Fairfax MRC must return the badge and lanyard to the MRC Coordinator. The badge is not an official form of identification, and volunteers must also present a government-issued ID at all MRC events and activities. MRC badging appointments are available Monday through Friday from 10:00 AM to 5:00 PM at the MRC Program Office, located at the Health Department's Kelly Square office (10777 Main Street, Fairfax, VA 22030). Additional office hours may be available upon request. Appointments are also available up to one hour prior to and following MRC trainings held at a Fairfax County facility, and during select Saturday sessions.

During orientation, the Fairfax MRC will also issue a MRC shirt to new members. The shirt becomes the property of the volunteer. The Fairfax MRC program expects that members will wear their shirt when deployed in a MRC capacity, such as during community outreach events or when responding to an emergency. Wearing your MRC shirt helps to strengthen the MRC brand and reinforces the professional role that you represent. Slacks or work pants are appropriate complements to the MRC shirt. Members are required to wear closed-toe shoes or other appropriately functional footwear whenever volunteering.

During drills, exercises, and deployments, MRC members are required to wear a vest to reflect their assigned role. You must return the vest to the appropriate staff person as part of the check-out process at the end of your shift.

HEALTH & SAFETY

- Stay informed about hazards and emergencies that may affect our area; learn how to respond to all types of emergencies. Sign up for Fairfax Alerts at <http://www.fairfaxcounty.gov/alerts/>.
- Maintain a personal or family emergency plan.
- Keep an emergency go-kit at home and in your vehicle.
- Be sure that the information for your emergency contact person is up to date in VVHS.
- If you recognize any safety hazards or security issues while you are volunteering, notify your assigned supervisor immediately.
- If you suffer from any medical conditions that could be exacerbated by an emergency or affect your ability to volunteer, let the MRC Coordinator know.
- Learn about the possible emotional and physical impacts of an emergency on you and others. This knowledge will help you to understand and manage your reactions to the event and to work more effectively with others.
- Discuss with your supervisor the need for breaks, and get plenty of rest following your shift.
- Eat nutritious food and stay hydrated.

GO-KIT CONTENTS

- Non-perishable food items
- Water
- Change of clothes (season-appropriate)
- Comfortable, protective footwear
- Identification
- Flashlight
- Radio
- Extra batteries
- Cell phone charger
- Medications
- First aid kit
- Personal hygiene items/toiletries
- Whistle
- Dust mask
- Work gloves
- Hat/sunglasses
- Sunscreen
- Insect repellent
- Rain jacket/ poncho
- Money
- Important phone numbers
- Copies of important documents



See [Appendix H](#) for information about preparing a family emergency plan.

PROTECTIVE EQUIPMENT

Fairfax Health Department will provide MRC members with personal protective equipment as appropriate based on the nature of the emergency. This equipment may include gloves, masks, eye protection, and other personal protective items.

Members are prohibited from using MRC equipment and supplies for any purposes other than those directly associated with MRC activities or when needed to provide emergency care if an MRC volunteer finds himself or herself in a position to assist at the scene of an accident or illness. In each of these cases, the Fairfax MRC will replace any disposable supplies used.

DISCIPLINARY PROCEDURES

The Fairfax MRC program expects that all members will meet standards of professional conduct while performing volunteer duties. If necessary, the MRC Coordinator will initiate action to address inappropriate conduct or performance and to correct behavior that negatively affects the Fairfax MRC, its members, or the Fairfax Health Department. The level of disciplinary action will relate to the severity of the inappropriate conduct or behavior (i.e., actions need not occur sequentially). Disciplinary actions may consist of:

- 1) Informal Counseling (Verbal)
- 2) Formal Counseling (Documented)
- 3) Suspension
- 4) Dismissal

Any of the following constitute cause for disciplinary action:

<ul style="list-style-type: none">• Neglect of duty• Working outside the scope of clinical licensure/credentials• Incompetence• Dishonesty• Possessing, dispensing, or being under the influence or impaired by alcohol or an illegal substance while on duty• Commission or conviction of a felony or misdemeanor which would affect the volunteer’s suitability for continued association with the MRC• Discourteous treatment of staff, fellow volunteers, or clients• Profane or abusive language	<ul style="list-style-type: none">• Willful disobedience of volunteer standards, the Volunteer Code of Ethics, or the Privacy & Liability Policy• Engaging in prohibited political activity while on duty• Misuse of city or state government property• Unsafe work habits• Seeking to obtain financial, sexual, or political benefit from another employee, volunteer, or client by the use of force, fear, intimidation, or other means• Falsifying records• Any other inappropriate conduct, performance, or behavior that constitutes cause for disciplinary action
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Fairfax Health Department staff or Incident Command staff supervising an MRC member may initiate informal counseling if necessary; however, any disciplinary action beyond informal counseling will involve the MRC Coordinator.

VOLUNTEER DISMISSAL

The Fairfax MRC accepts the service of all members with the understanding that such service is at the mutual discretion of the Fairfax MRC and the volunteer. Fairfax MRC members agree that the Fairfax MRC may, at any time, decide to terminate the member's relationship with the MRC unit. Likewise, a Fairfax MRC member may, at any time, decide to sever his or her relationship with the MRC unit. Notice of such a decision should be communicated to the MRC Coordinator as soon as possible.

Volunteers are required to return their MRC badge upon termination of their affiliation with the Fairfax MRC.

TRAINING

CORE COMPETENCIES

Core competencies represent the baseline knowledge level and skills that all MRC volunteers should have, regardless of their assigned role. These competencies represent a minimum standard that the Fairfax MRC builds upon to train volunteers at advanced levels. The competencies also provide a “common language” between MRC units that enables units to communicate their capacities to one another clearly and efficiently. As a Fairfax MRC volunteer, you should be able to:

1. Demonstrate personal and family preparedness for disasters and public health emergencies.
2. Demonstrate knowledge of one’s expected role(s) in organizational and community response plans activated during a disaster or public health emergency.
3. Demonstrate situational awareness of actual/potential health hazards before, during, and after a disaster or public health emergency.
4. Communicate effectively with others in a disaster or public health emergency.
5. Demonstrate knowledge of personal safety measures that can be implemented in a disaster or public health emergency.
6. Demonstrate knowledge of surge capacity assets consistent with one’s role in organizational, agency, and/or community response plans.
7. Demonstrate knowledge of principles and practices for the clinical management of all ages and populations affected by disasters and public health emergencies, in accordance with professional scope of practice.
8. Demonstrate knowledge of public health principles and practices for the management of all ages and populations affected by disasters and public health emergencies.
9. Demonstrate knowledge of ethical principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency.
10. Demonstrate knowledge of legal principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency.
11. Demonstrate knowledge of short- and long-term considerations for recovery of all ages, populations, and communities affected by a disaster or public health emergency.

RECOMMENDED TRAINING

Training is an important part of preparing our volunteers to be successful. The training plan for Fairfax MRC members was developed based on the expected competencies of all public health workers, as well as federal and regional requirements. Refer to the “Becoming an Active Volunteer” section of this *Handbook* for detailed information on the training requirements.

Some training sessions, such as the MRC Volunteer Orientation are offered in-class only; however, many training sessions can be completed online. Please check the Fairfax MRC website for a list of upcoming in-class trainings (<http://www.fairfaxcounty.gov/mrc/mrc-training.htm>). We also strongly encourage you to review the online trainings offered through the Federal Emergency Management Agency (FEMA) (<http://training.fema.gov>) and TRAIN Virginia (<http://va.train.org>) and to register for the courses

REQUIRED TRAINING

- MRC Orientation and Personal Preparedness
- Personal Preparedness Workshop (if MRC Orientation was completed before March 2016)
- IS-100
- IS-700



that interest you most. Additionally, in coordination with VDH, we host Polycom trainings with subject matter experts at the state level of public health issues. These highly interactive trainings are held at the Kelly Square building, with access to audio and visuals.

Whenever you complete a course that requires registration through TRAIN Virginia, the system will keep a record of your course completion. If you take an in-class or online course outside of TRAIN, remember to provide the MRC Coordinator with a copy of your course completion certificate so that it may be included in your volunteer file and your volunteer level may be updated accordingly.

If you would like to register for in-class training or complete a course online but require assistance, contact the MRC Coordinator.

A Few of Our Favorites Courses

Online

- Basic ICS courses, IS-100, 200, 700, 800
- Zika 101
- Community Champions 101IS-242 Effective Communication
- Disaster Behavioral Health Overview for MRC
- VDH's Role in Emergency Response
- Mass Dispensing Sites: Primer for Volunteers
- VDH: An Introduction to Isolation & Quarantine



Polycom

- Access and Functional Needs in a Disaster
- Nuclear and Radiological Response for MRC
- Emerging Infectious Diseases: Ebola and MERS
- Behind the Scenes of an Epi Outbreak: Fungal Meningitis

In-Class Trainings

- MRC Orientation
- Safety Officer Training
- Mental Health First Aid
- Basic Life Support for Healthcare Professionals
- Shelter Training
- Active Shooter
- Medical Countermeasures Dispensing



JUST-IN-TIME TRAINING

Due to time constraints and the amount of material to cover, it is impossible to train every MRC member in advance for every possible emergency. Therefore, during certain types of emergencies, Fairfax MRC will conduct just-in-time training for MRC members. Just-in-time training covers information that is relevant to the current incident. For example, during a response that requires the Fairfax County Health Department to open points of dispensing (PODs), just-in-time training will cover specific information about the disease agent, dispensing protocols, the POD command structure, volunteer duties, and guidance for dealing with inquiries from the public or media.



COMMUNICATION

VIRGINIA VOLUNTEER HEALTH SYSTEM



Fairfax MRC uses several routine methods of communication to connect with members; however, the primary method of communication is through the Virginia Volunteer Health System (VVHS). VVHS enables Fairfax MRC to send out messages to one or dozens of members via email. Fairfax MRC also uses Fairfax Alerts to send out alerts and quarterly notification drills to volunteers.

All Fairfax MRC members should complete an online VVHS profile and set up an alerting profile within VVHS so that they can receive messages about upcoming events, volunteer opportunities, emergency information, and MRC activations. Setting up an alerting profile requires you to provide your contact information, including phone numbers and email addresses, and to designate your preferred method of contact. It is important that you keep your contact information current so that we may reach you easily during an emergency if the Fairfax MRC is activated to respond.

ACTIVATION

SUPPORT CAPACITY

The Fairfax MRC serves as a local “all-hazards” resource, augmenting, assisting, and supporting the existing local public health system. The unit is organized into pools of members based on their levels of training, interest, and credentials. The MRC Coordinator assembles and assigns teams during the activation and mobilization phase based on the needs of the response. MRC members will only be assigned tasks or given responsibilities in functional areas for which they are clinically licensed, properly trained, or otherwise equipped.



ACTIVATION PROCEDURES

NON-EMERGENCY ACTIVATION

Fairfax MRC may request members to assist with routine Fairfax County Health Department functions such as:

- Public awareness campaigns
- Public health education events
- Administrative support for public health programs
- Vaccination clinics (back-to-school, seasonal influenza, etc.)
- MRC recruitment tables
- Special projects

When volunteer opportunities arise, the MRC Coordinator will use VVHS to notify members via email. Notification will include a description of the volunteer need, the dates and times of the need, what MRC members will be requested to do, and contact information for the coordinating staff person. MRC members interested in the opportunity should indicate their availability through the VMS email and follow any other instructions contained in the email to confirm participation.



EMERGENCY ACTIVATION

Fairfax MRC members must follow all rules and regulations for the deployment of volunteers during an emergency. At no time should you self-deploy without first being activated and dispatched by the MRC Coordinator or authorized Health Department staff. Self-deployment will result in disciplinary action.

When the Health Director requests or authorizes MRC activation for an emergency, the MRC Coordinator will notify volunteers by email, text, or phone recording and provide the following information:

1. Nature and scope of the event or emergency
2. Estimated numbers and types of volunteers needed

To respond, follow the instructions outlined in the alert. You may be requested to report to a specific location at a designated time. If the activation information is unclear to you, contact the MRC Coordinator immediately.

When responding to an activation, read the information carefully and respond only as directed. **Do not** report for duty until you are directed to do so by the Program Office. A request for availability is for the MRC Program Office to see the availability of resources. Based on the responses, the Program Office will determine the need for volunteers during an event or emergency. Submitting your availability does not mean you have signed up for a shift, so do not report until told to do so. You will likely be requested to confirm the assignment information sent to you. Assignment information will include when and where to report, what to bring, what to wear, your assignment, and any additional information you need.

REPORTING FOR DUTY



The Fairfax MRC participates in a wide-range of events and the unit may be activated for different types of public health emergencies, small and large. Consequently, the locations to which you may be asked to report could vary with each activation. For example, we may ask that you report directly to a specific work site for an outreach event. However, during a significant public health emergency, you may be asked to report first to a public health staging area for check-in, just-in-time training, and role assignment before being deployed to the actual incident. Always follow the instructions for reporting as delineated in the alert message you receive (for example, signing in and reporting to your supervisor).

Whenever reporting for an assignment, remember to bring your MRC badge! Your MRC badge is required upon check-in and must be worn at all times while on duty. Depending on the scope and expected length of your volunteer shift, you should also consider bringing you Go-Kit or other items for your comfort and convenience.

ROLE ASSIGNMENTS



When deployed, MRC members serve alongside staff in a variety of functions. The specific function that an MRC member fulfills can vary with each activation. Role assignments are based on the needs of the event, as well as your credentials and level of training. You will never be assigned to a function beyond the scope of your licensure, skills, or level of comfort.

Before beginning your assignment, you may receive a job action sheet and just-in-time training. A job action sheet is a tool that defines your assigned role and



lists the specific tasks that you will be expected to fulfill. See [Appendix I](#) for sample job action sheets. Just-in-time training prepares staff and volunteers immediately before beginning their assignments by providing specific incident and job duty information. Just-in-time training is especially helpful if you are activated to fill a role for which you have not previously received training.

During a response that requires the Fairfax County Health Department to open points of dispensing (PODs), significant support from the Fairfax MRC will be required to staff POD sites fully. Below is a list and brief descriptions of some of the roles that MRC members may be asked to fill at a POD:

Vaccinator or Medication Dispenser – dispense vaccine or medication to clients based on dispensing protocols

Logistics Assistant – support the Logistics function by inventorying supplies, restocking stations, and requesting additional supplies as needed

Greeter – greet clients upon arrival to the POD and provide them with the appropriate forms; direct clients with special needs to the special assistance area

Flow Control/Floater – maintain orderly client flow through POD; answer client questions about the dispensing process; address special needs

INCIDENT COMMAND SYSTEM

The Fairfax MRC will operate under the National Incident Management System (NIMS) Incident Command System (ICS) when activated in response to an emergency. All MRC members should have a basic understanding of ICS, regardless of their role or volunteer level. The use of NIMS/ICS enables the MRC to integrate with the emergency response system used by the Fairfax County Health Department and emergency services agencies at all levels of government.

NIMS/ICS BASIC CONCEPTS

1. Many emergencies involve response from multiple disciplines and may involve more than one jurisdiction. NIMS/ICS addresses these issues by providing a standardized organizational structure, common terminology, and a flexible management system that is adaptable to multi-agency and multi-jurisdiction responses.
2. ICS provides the flexibility to activate and establish an organizational structure around the functions that need to be performed so that the response to the emergency is efficient and effective.
3. ICS is scalable and can be utilized for any type or size of emergency, ranging from a minor incident involving only a few personnel, to a major incident involving multiple agencies and/or jurisdictions.
4. ICS enables agencies throughout Fairfax County, and at all levels of government, to communicate using common terminology and operating procedures.
5. ICS enables the timely acquisition of resources during an emergency.
6. ICS organizational structure expands or contracts in a modular fashion based on the type and size of the incident:
 - a. The organization's staff is built from the top down.



- b. The specific organizational structure established for any given emergency will be based on the management and resource needs of the incident.

BASIC ICS ORGANIZATIONAL STRUCTURE

The basic ICS organizational structure is comprised of five sections: Command, Operations, Planning, Logistics, and Finance/Administration. Each section may contain several units, established as needed. Figure 3 (below) depicts a basic ICS structure.

Command

Command is responsible for overall management of the incident. Generally, the command function may be conducted in one of two ways: Single Command or Unified Command. In a Single Command structure, the Incident Commander is solely responsible for the overall management of an incident. In a Unified Command, each agency with a significant response, statutory, or regulatory responsibility contributes to the process of:

- Determining the overall incident objectives
- Selecting strategies
- Ensuring joint planning for tactical operations
- Maximizing the use of all assigned resources
- Developing the overall Incident Action Plan

Command Staff positions include the Public Information Officer, Safety Officer, and Liaison Officer. Command Staff positions may be established to assign or delegate responsibility for command activities that the Incident Commander cannot perform due to the complexity of the incident or other situational demands.

Incident Commander

The Incident Commander's function is to assume overall responsibility for the management of the operation. The Incident Commander may be selected based on the greatest jurisdictional involvement in the incident, the number of resources involved in the incident, existing statutory or pre-agreement authority, or mutual knowledge of the individual's qualification for a specific type of incident. This role will be filled by government employees only.

Public Information Officer (PIO)

The PIO is responsible for developing accurate and complete information regarding incident cause, size, current situation, resources committed, and other matters of general interest. The PIO will normally be the point of contact for the media and other organizations desiring information about the incident. In both Single and Unified Command structures, only one PIO is designated, although assistants from other agencies or departments may be appointed. This role will be filled by government employees only.

Safety Officer

The Safety Officer is responsible for assessing hazardous or unsafe situations and developing measures to ensure the safety of incident personnel. The Safety Officer must have the authority to stop and/or prevent unsafe acts and practices. In both Single and Unified Command structures, only one Safety Officer is designated, although assistants from other agencies or departments may be appointed. Volunteers may be used to fill Safety positions.

Liaison Officer

The Liaison Officer is the point of contact for assisting and cooperating agency representatives and stakeholder groups. Only one Liaison Officer will be assigned for each



incident, including incidents operating under Unified Command and multi-jurisdictional incidents. This role will be filled by government employees only.

Operations

The Operations Section is responsible for the management of all incident tactical operations (i.e., those operations directed at the reduction of immediate hazards, the establishment of control over the situation, and the restoration of normal activities and conditions).

Planning

The Planning Section is responsible for the collection, evaluation, analysis, and dissemination of information. This section maintains information on the current and forecasted situation and on the status of assigned resources. The Planning Section is also responsible for the response planning process and preparation of Incident Action Plans, which outline the objectives, strategy, organization, and resources necessary to mitigate an incident effectively and cover tactical and support activities for a given operational period.

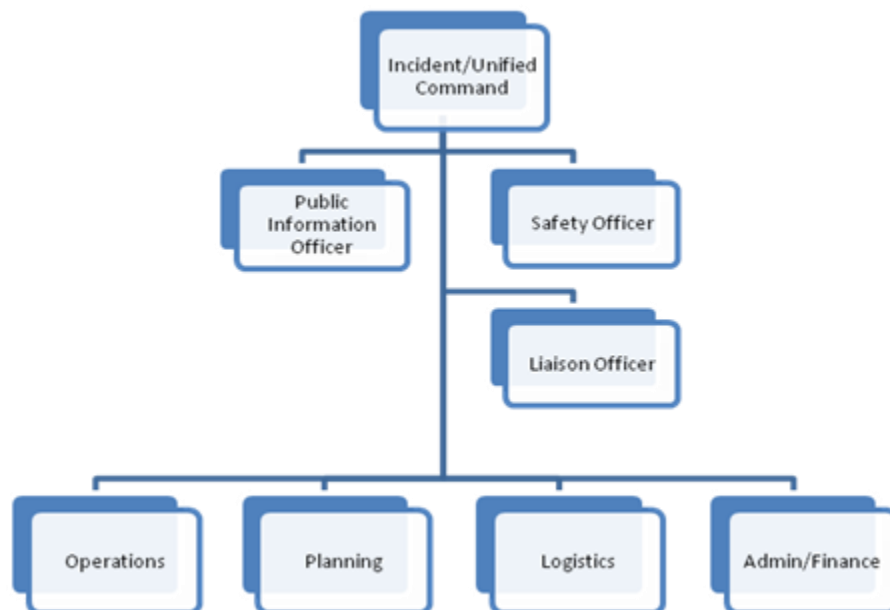
Logistics

The Logistics Section is responsible for providing all support needs to an incident, including ordering all resources from off-site locations. The Logistics Section provides facilities, transportation, supplies, and equipment maintenance, as well as fueling, feeding, communications, and medical services.

Finance/Administration

The Finance/Administration Section, usually established only in large and complex incidents, is responsible for all financial and cost analysis aspects of an incident. This section also oversees contract negotiations, tracks personnel and equipment time, processes claims for accidents and injuries, and works with the Logistics Section to procure resources.

Figure 3. Basic ICS Structure



LIABILITY PROTECTION

Activated Fairfax MRC members fall under the liability and risk management codes of the Commonwealth of Virginia and Fairfax County, provided that members act within the scope of their training and assignment. The following is a collection of federal, state, and local laws that may apply to members of the Fairfax MRC:

Virginia Code § 2.2-3605, Virginia State Government Volunteers Act

Gives volunteers in state and local service the protection of the Commonwealth's sovereign immunity to the same extent as paid staff. Volunteers include, but are not limited to, persons who serve in a MRC unit.

Virginia Code § 8.01-225 through 225.02, Good Samaritan Act

Exempts from civil damages any person who, in good faith, renders emergency care or assistance, without compensation, to any ill or injured person (i) at the scene of an accident, fire, or any life-threatening emergency; (ii) at a location for screening or stabilization of an emergency medical condition arising from an accident, fire, or any life-threatening emergency; or (iii) en route to any hospital, medical clinic or doctor's office.

Also provides certain liability protections for health care providers and any hospital or other entity that credentials health care providers when a local emergency has been or is subsequently declared and the conditions cause a lack of resources rendering the health care provider unable to provide the level or manner of care that otherwise would have been required in the absence of the emergency.

Virginia Code § 32.1-48.016, Immunity from Liability

Any person, including a person who serves in a MRC unit, who, in good faith and in the performance of his/her duties, acts in compliance with this article and the Board of Health's regulations shall not be liable for any civil damages for any act or omission resulting from such actions unless such act or omission was the result of gross negligence or willful misconduct.

Virginia Code § 44-146.23, Immunity from Liability

Neither the Commonwealth, nor any political subdivision thereof, nor federal agencies, nor other public or private agencies, nor, except in cases of willful misconduct, public or private employees, nor representatives of any of them, engaged in any emergency services activities while complying with or attempting to comply with this chapter or any rule, regulation, or executive order promulgated pursuant to the provisions of this chapter, shall be liable for the death of, or any injury to, persons or damage to property as a result of such activities. For the purposes of the immunity conferred by this subsection, representatives of public or private employees shall include, but shall not be limited to, volunteers in state and local services who are persons who serve in a MRC unit.

Public Law 109-148, Public Readiness and Emergency Preparedness Act (PREP Act)

Provides immunity from liability claims arising from administration and use of covered countermeasures to manufacturers, distributors, program planners, and qualified persons involved in the administration and use of a covered countermeasure, as specified in a declaration by the Secretary of the US Department of Health and Human Services, except in cases of willful misconduct.



FREQUENTLY ASKED QUESTIONS



WHO CAN JOIN THE FAIRFAX MRC?

Community members, with or without medical training, who are willing to support routine public health activities or serve during public health emergencies are encouraged to join the Fairfax MRC. This includes professionals from all health occupations; however, many positions in the MRC do not require medical skills. The Fairfax MRC has non-medical members who provide education, logistics, communication, coordination, and other support. Most Fairfax MRC members live or work in Fairfax County; however, Fairfax County residency is not a requirement. Some of our members live in Arlington County or Loudon County and volunteer with the Fairfax MRC because our office is more convenient for them. All localities in the National Capital Region have MRC units that accept volunteers.

CAN I VOLUNTEER IF I'M NOT CURRENTLY LICENSED OR PRACTICING IN THE MEDICAL FIELD?

Yes. The Fairfax MRC needs both medical and non-medical members. Some of the volunteer positions for members will require medical licensure, to protect the member as well as to ensure the best care for those in need of medical attention. In the event of a disaster, members with prior medical expertise could serve as POD leaders, medical interviewers, or vaccinators, among other positions. There will also be a need for unlicensed health professionals and individuals without medical training to fill support roles. Currently, our non-medical volunteers have diverse professions ranging from IT and educators to students and stay-at-home parents. The Fairfax MRC offers training in emergency response, public health, and other related fields to all of its members.

AM I OBLIGATED TO VOLUNTEER IN AN EMERGENCY?

You are a volunteer, so there is no requirement that you be available for every emergency. Certainly, we understand that you may have personal circumstances including work, military duty, or family commitments that may prohibit you from volunteering at any given time. The Fairfax MRC participates in numerous non-emergency public health activities, and we encourage you to become involved in this way if you have other emergency response commitments.

WHAT LIABILITY PROTECTION IS AVAILABLE FOR VOLUNTEERS?

In 2005, the Virginia General Assembly passed House bill 2520, which amended the immunity provisions of the Virginia State Government Volunteers Act to cover persons who serve in a MRC unit. Other liability protections at the local and state level also apply to MRC volunteers when serving in an official volunteer capacity. It is important to note that the MRC program should never place you in a position to perform any task or skill that is outside your existing scope of practice, experience, or level of comfort. Volunteers can provide additional protection to themselves by working only within their scope of practice or skill level at all times.

WILL YOU ASK ME TO VOLUNTEER FOR AN EMERGENCY OUTSIDE OF VIRGINIA?

MRC members are considered local assets; however, in limited circumstances Fairfax MRC members could be asked to deploy as Virginia MRC volunteers to another state in support of a state-to-state response request. The MRC Coordinator will relay all volunteer requests and



deployment information to volunteers. Members who wish to deploy both within the state and nationally are required to complete NIMS and ICS training.

HOW WILL YOU CONTACT ME IN AN EMERGENCY?

We will notify you by email or phone using the contact information you provided in the Fairfax Volunteer Management System (VMS) when applying to join the Fairfax MRC. Therefore, it is very important that you keep your contact information current in your VMS profile.

WHAT DO I DO IF I NO LONGER WANT TO BE CONTACTED BY THE FAIRFAX MRC?

If you no longer want to hear from the Fairfax MRC, it's okay. We will be sad, but will remove you from our distribution lists. Contact the Program Office at HDMRC@fairfaxcounty.gov and let us know that you no longer want to be Active with the program. Volunteers are a valuable resource that Fairfax County depends on – it is better if you let us know if/when you no longer can be an active member of the MRC, so that we can plan for events and emergencies accordingly.

WHO WILL HAVE ACCESS TO MY PERSONAL INFORMATION?

The Fairfax MRC Coordinator and Public Health Emergency Management Coordinator, as well as the OEP Duty Officers and State Coordinator, have access to the personal information you provided in VVHS. Your personal information may be used for Fairfax MRC and Fairfax County Health Department purposes as it relates to your volunteer role. You will be notified if there is a need to provide your information to any other organization.

HOW CAN I GET MY FAIRFAX MRC BADGE?

MRC badging appointments are available Monday through Friday from 10:00 AM to 5:00 PM at the MRC Program Office, located at the Health Department's Administrative Offices in Kelly Square (10777 Main Street, Fairfax, VA 22030). Additional office hours may be available upon request. Appointments are also available up to one hour prior to and following MRC trainings held at a Fairfax County facility, and during select Saturday sessions. You must present a valid government-issued ID during your badging appointment. Please contact the MRC Coordinator to schedule a badging appointment.

IF I HAVE CONCERNS ONCE I HAVE VOLUNTEERED, WHOM DO I CONTACT?

The Fairfax MRC Coordinator, Paula Rosca (Paula.Rosca@fairfaxcounty.gov) is your primary point of contact. If needed, you may also contact the Senior Emergency Planner, Jesse Habourn (Jesse.Habourn@fairfaxcounty.gov).



APPENDIX A — CODE OF ETHICS

CODE OF ETHICS FOR THE MERIT SERVICE OF FAIRFAX COUNTY, VIRGINIA

County of Fairfax, Virginia-Personnel Regulations
July 30, 2013

Fairfax County Code of Ethics is intended to inspire a superior level of conduct, sensitivity and sound judgment for all employees.¹ The code is intended to complement, not replace, all professional code of ethics. Employees should be aware of and abide by their respective professional values and requirements. All employees must perform their designated function in a manner that reflects the highest standards of ethical behavior. All employees must uphold their responsibility as trusted public servants. All employees are obligated to respect, honor, and uphold the Constitution, laws and legal regulations, policies and procedures of the United States, the Commonwealth of Virginia, and the County of Fairfax.

The Code of Ethics is supported by six core principles that form the ethical foundation of the organization: Honesty, Public Service, Respect, Responsibility, Stewardship, and Trust.

- I. **Honesty:** Be truthful in all endeavors; be honest and forthright with each other and the general public.
- II. **Public Service:** Ensure all actions taken and decisions made are in the best interest of the general public and enrich and protect quality of life.
- III. **Respect:** Treat all individuals with dignity; be fair and impartial; affirm the value of diversity in the workplace and in Fairfax County; appreciate the uniqueness of each individual; create a work environment that enables all individuals to perform to the best of their abilities.
- IV. **Responsibility:** Take responsibility for actions; work a full day; conduct all workplace actions with impartiality and fairness; report concerns in the workplace, including violations of laws, policies and procedures; seek clarification when in doubt; ensure that all decisions are unbiased.
- V. **Stewardship:** Exercise financial discipline with assets and resources; make accurate, clear and timely disclosures to the public; maintain accurate and complete records; demonstrate commitment to protecting entrusted resources.
- VI. **Trust:** Build regard for one another through teamwork and open communication; develop confidence with the public by fulfilling commitments and delivering on promises.

STANDARDS OF CONDUCT

All employees, regardless of grade, title or length of county service **are expected to adhere to the following Standards of Conduct.** Violation of the Standards of Conduct is grounds for disciplinary action up to and including dismissal.

Leave and Attendance

¹ For the purpose of this document, the term employee includes all persons, volunteers and all elected and appointed officials working on behalf of Fairfax County. County of Fairfax.



Employees are expected to:

Comply with rules and regulations governing hours of work, absences, use of leave.

Employees are prohibited from:

Failing to report to work as scheduled without proper notice to supervisor;

Leaving work without permission;

Arriving late for work on a consistent basis.

Personal Behavior and Conduct*Employees are expected to:*

Demonstrate professionalism and support the county's commitment to excellent customer service at all times;

Exercise courtesy, respect and tact when dealing with fellow employees and the public regardless of age, race, color, religion, sex, creed, national origin, marital status, disability, sexual orientation, genetic information, union or political affiliation, veterans' status, disabled veterans' status, or any other factor unrelated to the impartial conduct of county business.

Comply with a proper order of an authorized supervisor.

Employees are prohibited from:

Harassing fellow employees, county vendors, or members of the public on the basis of race, color, religion, sex, sexual orientation, national origin, age, marital status, disability, genetic information, or any other characteristic now or hereafter protected by federal, state or county law. This prohibition includes, but is not limited to, sexual harassment;

Engaging in rude or unprofessional behavior or disorderly conduct even if the behavior is not expressly forbidden by regulation or law;

Using racial, sexist or ethnic slurs or other language that disparages any person on the basis of age, race, color, religion, sex, national origin, marital status, disability, sexual orientation, creed, genetic information, union or political affiliation, veterans' status, or disabled veterans' status.

Being convicted of a crime that is committed on the job or a felony in Virginia of such nature that the public or other employees may be endangered if the employee remains in his or her position or of such nature that reasonably undermines the public trust in the employee's ability to perform his or duties.

Engaging in conduct on or off duty that violates federal or state law, county ordinances or policies when the violation is related to the employee's activity as a county employee or to county business or when it undermines public trust in the county or the employee's ability to perform his or her duties.



Manufacturing, distributing, possessing, using or being under the influence of alcohol or illegal drugs while at work or on county premises with the exception of attendance at events where alcohol is permitted during off duty hours;

Threatening, assaulting, intimidating, or harassing another employee or a member of the public;

Using obscene language toward fellow employees, supervisors, subordinates and/or members of the public;

Abusing supervisory authority through favoritism, harassment, discrimination, or mistreatment of employees.

Protection and proper use of County data, property, funds, and records

Employees are expected to:

Use public property, resources, and funds in accordance with established procedures;

Maintain confidentiality with regard to client or customer information in accordance with state and federal law, county ordinance and county policy;

Maintain employee confidentiality by preventing the disclosure of personal information to any unauthorized party.

Employees are prohibited from:

Using County data, facilities, equipment, property or employees for other than officially approved activities, except as permitted under County policy or procedure;

Engaging in any action prohibited by county information technology policy or procedure;

Carelessly or willfully causing destruction of county property;

Knowingly falsifying or conspiring to falsify any county record or report whether paper or electronic, (e.g., resume, time and attendance reports, workers' compensation claims, travel and/or expense vouchers).

Driving

Employees are expected to:

Operate all county vehicles in accordance with federal, state and local driving laws;

Operate privately owned vehicles being used in the performance of County business in accordance with state and local driving laws;

Remain aware of status of operator's license and report any suspension or revocation of driving privileges to their supervisor immediately if job duties require the operation of a vehicle for county business.

Employees are prohibited from:

Knowingly operating a vehicle on county business without a valid operator's license;



Possessing, using, or being under the influence of alcohol, illegal drugs, or prescription drugs that might adversely affect one's ability to drive, while driving a county vehicle or while driving a personal vehicle on county business.

Safety

Employees are expected to:

Promote safe and healthy working environment by complying with all appropriate safety and health regulations;

Promptly report safety and health hazards so that they can be corrected before injuries result;

Dress in appropriate attire, uniform or safety equipment as specified by the standards and work rules for the agency and position;

Immediately report workplace violence to your supervisor or appropriate authority.

Employees are prohibited from:

Bringing a gun, either concealed or displayed, to work or onto county premises, with the exception that employees of county agencies may store a lawfully possessed firearm and ammunition in a locked motor vehicle on county premises. This prohibition shall apply to all employees, except those authorized to carry a firearm at work or onto county premises based on the nature of their work. Such employees may do so only if specifically authorized by their appointing authority.

Bringing any weapon (except a gun as expressly permitted above), either concealed or displayed, to work or onto county premises, unless specifically authorized to do so by the appointing authority. For the purposes of this standard of conduct, the term weapon includes instruments of combat, or any object carried for the purpose of inflicting or threatening bodily injury.

Outside Employment/Conflict of Interest/Political Activities of Employees

Employees are expected to:

Disqualify themselves in any decision where a conflict of interest may be presumed to exist;

Obtain permission from their appointing authority prior to engaging in any private business activity, employment or other activity outside of work that conflicts or interferes with full discharge of their official duties or the work they perform as a county employee.

Employees are prohibited from:

Accepting anything of value for performing, or refraining from performing, an official job-related act; or accepting anything of value in order to assist another person in obtaining a county job, promotion, or contract;

Using information obtained in connection with county employment in order to obtain financial gain for the employee or others;



Accepting anything that might tend to influence the manner of performance of county employment or that might be intended to influence the manner in which a county employee performs his or her job;

Having a personal interest in any contract with the county;

Participating in matters related to their employment in which the interests of the county employee, or the interests of the county employee's family members or business associates, might be affected.

Engaging in political activities, as defined in state law and County ordinance, while on duty, in uniform, or on the premises of their employment with the County.²

Using their official authority to coerce or attempt to coerce a subordinate employee to pay, lend, or contribute anything of value to a political party, candidate, or campaign or to discriminate against any employee or applicant for employment because of that person's political affiliations or participation in permitted political activities or failure to participate in political activities, whether permitted or not.³

Discriminating in the provision of public services, including, but not limited to, firefighting, emergency medical, or law enforcement services, or responding to requests for such services, on the basis of the political affiliation or political activities of the person or organization for which such services are provided or requested.⁴

Suggesting or implying that the County has officially endorsed a political party, candidate, or campaign.⁵

² See Va. Code Ann. § 15.2-1512.2(B) (Supp. 2010).

³ Va. Code Ann. § 15.2-1512.2(D).

⁴ Va. Code Ann. § 15.2-1512.2(E).

⁵ Va. Code Ann. § 15.2-1512.2(F).

APPENDIX B — CONFIDENTIALITY STATEMENT**Fairfax County Health Department
Confidentiality Statement**

As a “covered entity” the Health Department has a legal and ethical obligation to protect the confidentiality of records collected in the course of public health work. The **Management of Confidential Information** procedural memorandum establishes a framework for every employee, volunteer, and student to follow in order to ensure that consistent rules are applied and appropriate procedures are followed in a manner that protects confidentiality of protected health information (PHI).

The Fairfax County Health Department considers the client’s right to privacy and confidentiality of the utmost importance. Employees, volunteers and students working in the Fairfax County Health Department may be exposed to confidential information during the course of their work. Any information gained about a client is considered confidential and should only be shared with appropriate personnel. Information may be verbal, written or electronic.

All of the Fairfax County Health Department’s HIPAA policies and procedures are in place to protect client information that is considered confidential and/or protected health information (PHI). Compliance with the stated policies is required by all Fairfax County Health Department employees, students and volunteers who have access to PHI.

I, _____, agree to:
Print Name

- Support FCHD’s policy on confidentiality, privacy and security which is indicated by signing below;
- Agree to model this behavior to ensure that all health information is held in the strictest confidence;
- Know that passwords are not to be written and/or posted in view or disclosed to any unauthorized person to prevent unauthorized access to health information;
- Agree to maintain client/patient files or information in a secure manner;
- Logoff when finished using AVATAR, or other health information databases to prevent unauthorized access to health information;
- Report any discovered or suspected breach in privacy or security immediately to your supervisor with an incident report describing the breach.

I have read and understand the above statements. I understand that intentional violation of FCHD’s policy on confidentiality, privacy and security is grounds for disciplinary and or legal action.

☐ Employee
☐ Student
☐ Volunteer

Position (only if employee)

Date

Witness

Date

FHD-HIPAA-PCS-3

Revised 11/24/14



APPENDIX C — FAIRFAX MRC VOLUNTEER INSURANCE PROGRAM

FAIRFAX COUNTY HEALTH DEPARTMENT VOLUNTEER INSURANCE PROGRAM

MEDICAL RESERVE CORPS

October 15, 2013

Who is Covered:	Anyone who volunteers their services to Fairfax County, except volunteer firefighters, rescue squad members and members of sports teams.
Coverage Limits:	<p>Medical Expenses: \$50,000</p> <p>Auto Liability: \$500,000</p> <p>General Liability: \$1,000,000</p> <p>Professional Liability: \$1,000,000</p> <p>(Provided by Commonwealth of Virginia)</p> <p>All coverages are in excess of whatever insurance the volunteer might personally have. Evidence must be presented that a claim was presented to that insurance carrier and the carrier's response, or a statement made that no such insurance exists.</p> <p>The volunteer must carry the state's minimum auto liability limits (for Virginia that is \$25,000 per person and \$50,000 per occurrence) or \$10,000/\$20,000- whichever is greater-for auto liability excess coverage to apply.</p> <p>Medical expense coverage applies only to expenses incurred within 52 weeks of the date of accident.</p>
Filing a Claim:	Immediately contact your supervisor to report the incident. The Fairfax MRC Program Office should be immediately contacted to assist with filing a claim at HDMRC@fairfaxcounty.gov or 703-246-8641.
What is Not Covered:	<p>Personal Property – Volunteers are responsible for their own property and will not be reimbursed for any damage or-loss.</p> <p>Personal Auto – There is no coverage for any damage to the personal auto of the volunteer.</p>
What Does “Excess” Mean:	Excess insurance is secondary to any other insurance. For example, if a volunteer goes to a doctor for a covered injury the volunteer coverage would pay for anything their personal health insurance did not pay, such as a co-pay or deductible.



APPENDIX D — FAIRFAX COUNTY GOVERNMENT APPOINTEE BACKGROUND AND SP-167 FORMS



FAIRFAX COUNTY GOVERNMENT APPOINTEE BACKGROUND FORM

State Licensed Facility ☐

NOTICE ABOUT INFORMATION LAWS AND PRACTICES: With few exceptions, you are entitled to be informed about the information Fairfax County Government collects about you.

SECTION A: MUST BE COMPLETED BY THE HIRING DEPARTMENT

Requisition No.	Position Title	Position Number
Check All That Apply:		
<input type="checkbox"/> Applicant	<input type="checkbox"/> Employee	<input type="checkbox"/> Volunteer
<input type="checkbox"/> Rehire		
Department	Department Contact Name & Email Address	Phone No.

SECTION B: TO BE COMPLETED BY APPOINTEE/EMPLOYEE

Print all information requested. Falsification of any information on this form will void your Application for Employment. The information on the Application for Employment, together with any attachments, is the property of Fairfax County Government.

If you are/were required to register for the Selective Services, have you done so? <input type="checkbox"/> Yes <input type="checkbox"/> No		Are you legally eligible for employment in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No	
LAST NAME	FIRST NAME	MIDDLE NAME	MAIDEN NAME
DATE OF BIRTH: mm/dd/yyyy	LIST ALL FORMER NAMES USED	DRIVER'S LICENSE NO.	STATE
/ /			

Have you ever been convicted of a felony or a misdemeanor? A conviction does not automatically mean that you cannot be employed by the county. <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please explain:
Have you ever been convicted of a traffic violation? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please explain:

List all locations where you have lived during the last seven years, beginning with your present place of residence. If additional space is needed, please write on the back of this form.

FROM:	TO:	CITY	STATE	COUNTY
/ /	/ /			
/ /	/ /			
/ /	/ /			
/ /	/ /			

I hereby authorize any law enforcement agency to furnish Fairfax County Government or its agent information related to my criminal history. I hereby release Fairfax County Government and all its agents and employees, the law enforcement agency and all employees of law enforcement agencies furnishing information, from liability resulting from the furnishing of this information to Fairfax County Government. I hereby give Fairfax County Government or its agent permission to investigate my background for criminal history and sex offender records, license verification, present and former employment history, and credit history as a condition of employment. I certify that the statements made by me on this form are true, complete, and correct to the best of my knowledge and belief and are made in good faith.

SIGNATURE APPLICANT/EMPLOYEE	DATE
	/ /

To schedule an appointment, call 703-324-4900. Security Office, 12000 Government Center Parkway, Suite 150.



PURPOSE OF THIS REQUEST (Check only one):

☐ ADOPTION-DOMESTIC ☐ ADOPTION-INTERNATIONAL COUNTRY: _____
☐ VISA (INTERNATIONAL TRAVEL) ☒ OTHER (please specify): **Volunteer, MRC Unit:** _____

NAME INFORMATION TO BE SEARCHED:

LAST NAME _____ FIRST NAME _____ MIDDLE NAME _____ MAIDEN NAME _____

RACE _____ SEX _____ DATE OF BIRTH _____ SOCIAL SECURITY NUMBER _____
 / / (MM/DD/YYYY)

AFFIDAVIT FOR RELEASE OF INFORMATION:

I hereby give consent and authorize the Virginia State Police to search the files of the Central Criminal Records Exchange for a criminal history record and report the results of such search to the agent or individual authorized in this document to receive same.

Signature of Person

State of _____; County/City of _____, to wit: Subscribed and sworn to before me this _____ day of _____, 20 ____.

My Commission expires _____, 20 ____ My registration # is: _____

Signature of Notary Public

SIGNATURE OF PERSON MAKING REQUEST:

As provided in Section 19.2-389, Code of Virginia, I hereby request the criminal history record of the individual named in Section 1 and swear or affirm I have the consent of the individual to obtain their record and will not further disseminate the information received, except as provided by law.

Signature of Person Making Request

State of _____; County/City of _____, to wit: Subscribed and sworn to before me this _____ day of _____, 20 ____.

My Commission expires _____, 20 ____ My registration # is: _____

Signature of Notary Public

NAME AND MAILING ADDRESS OF AGENCY, INDIVIDUAL OR AUTHORIZED AGENT MAKING REQUEST:

Mail Reply To:

NAME
Virginia Department of Health
 ATTENTION
Jennifer Freeland
 ADDRESS
109 Governor Street., 13th floor
 CITY STATE ZIP CODE
Richmond VA 23219

FEES FOR SERVICE:

FEES:

☐ \$15.00 CRIMINAL HISTORY SEARCH ☐ \$8.00 CRIMINAL HISTORY SEARCH
☐ \$20.00 COMBINATION CRIMINAL HISTORY & SEX OFFENDER SEARCH ☒ \$16.00 COMBINATION CRIMINAL HISTORY & SEX OFFENDER SEARCH

* FEES For Volunteers with Non-Profit Organizations:

* To be entitled to reduced price, services must be on volunteer basis for a non-profit organization with a tax exempt number. Attach documentation to form which supports volunteering status and include organization's name, address, and your tax exempt identification number.

METHOD OF PAYMENT: (Note: Personal Checks Not Accepted)

☐ Business or Certified Check or Money Order (payable to Virginia State Police)

☐ Charge Card ☐ MasterCard  OR ☐ Visa 

Account Number: _____

Expiration Date: ____/____/____

Signature of Cardholder: _____

☐ Virginia State Police Charge Account Number: _____

Mail Request To:

Virginia State Police
 Central Criminal Records Exchange - NF
 P.O. Box 85076
 Richmond, Virginia 23261-5076

ATTN: NEW FORM

FOR STATE POLICE USE ONLY – DO NOT WRITE BELOW THIS LINE

Response based on comparison of name information submitted in request against a master name index maintained in the Central Criminal Records Exchange only.

☐ No Conviction Data – Does Not Preclude the Existence of an Arrest Record
☐ No Criminal Record – Name Search Only ☐ No Criminal Record – Fingerprint Search
☐ No Sex Offender Registration Record ☐ Criminal Record Attached

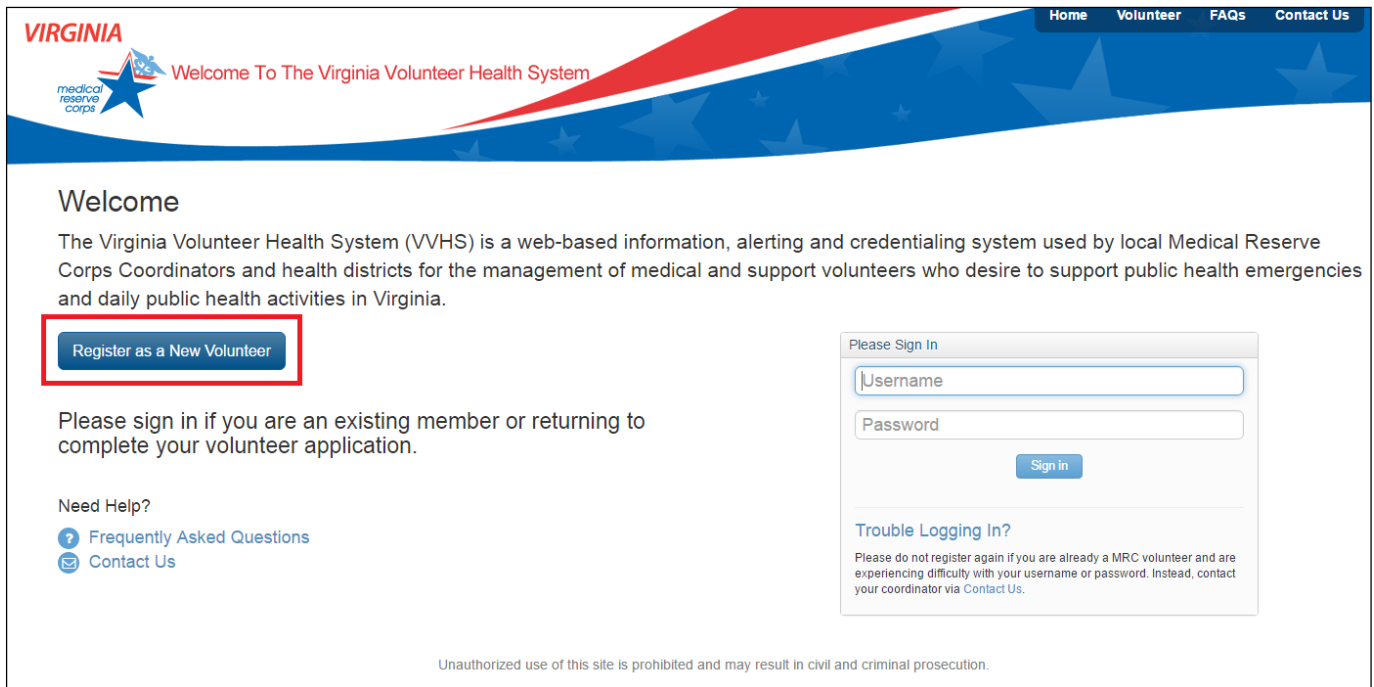
Purpose code: ☐ C
☐ N
☐ O

Date _____ By CCRE/ _____



APPENDIX E — CREATING A VVHS PROFILE

Step 1 – Go to the Virginia Volunteer Health System webpage (<https://vvhs.vamrc.org/>), and select Register as a New Volunteer.



VIRGINIA
medical reserve corps

Welcome To The Virginia Volunteer Health System

Home Volunteer FAQs Contact Us

Welcome

The Virginia Volunteer Health System (VVHS) is a web-based information, alerting and credentialing system used by local Medical Reserve Corps Coordinators and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities in Virginia.

Register as a New Volunteer

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?

- [Frequently Asked Questions](#)
- [Contact Us](#)

Please Sign In

Username

Password

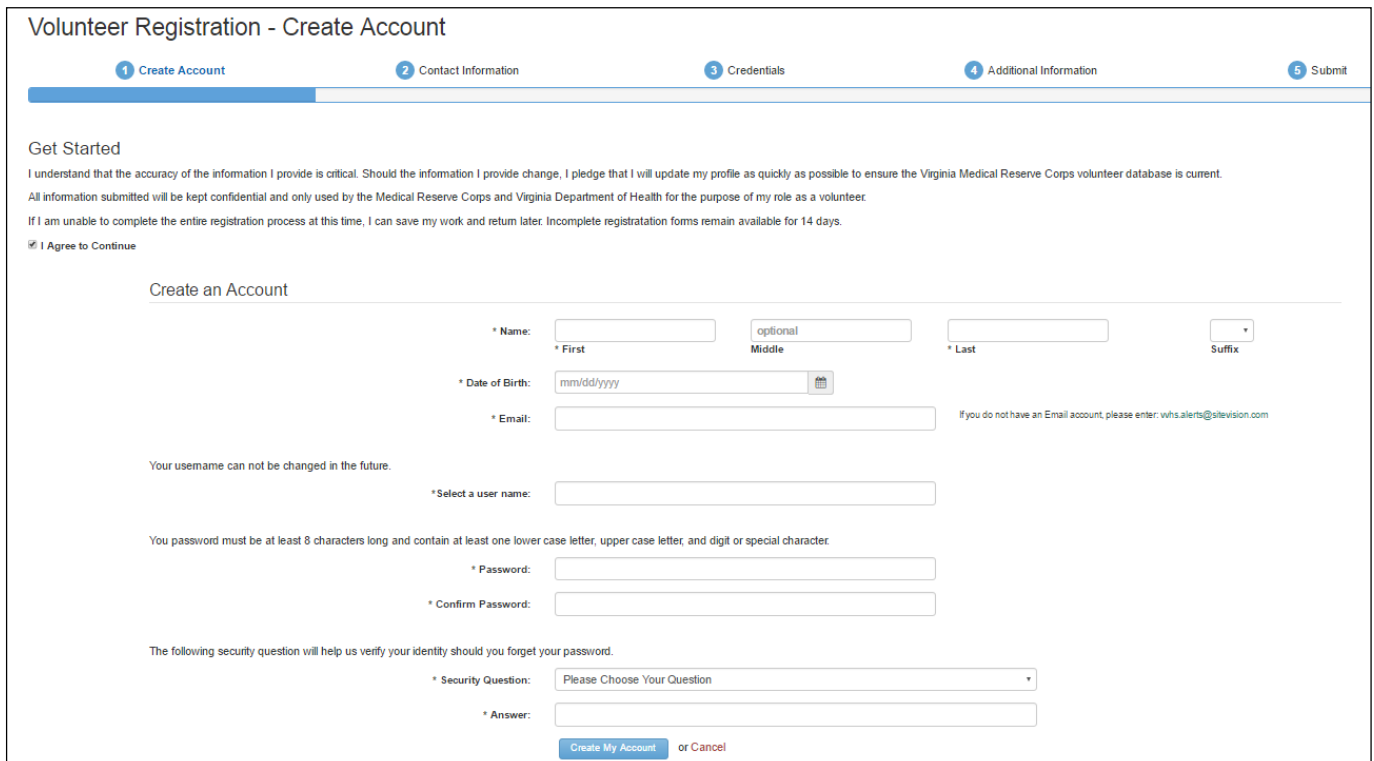
Sign in

Trouble Logging In?

Please do not register again if you are already a MRC volunteer and are experiencing difficulty with your username or password. Instead, contact your coordinator via [Contact Us](#).

Unauthorized use of this site is prohibited and may result in civil and criminal prosecution.

Step 2 – Enter basic personal and contact information, select a username and password, and select Create My Account.



Volunteer Registration - Create Account

1 Create Account 2 Contact Information 3 Credentials 4 Additional Information 5 Submit

Get Started

I understand that the accuracy of the information I provide is critical. Should the information I provide change, I pledge that I will update my profile as quickly as possible to ensure the Virginia Medical Reserve Corps volunteer database is current.

All information submitted will be kept confidential and only used by the Medical Reserve Corps and Virginia Department of Health for the purpose of my role as a volunteer.

If I am unable to complete the entire registration process at this time, I can save my work and return later. Incomplete registration forms remain available for 14 days.

☒ I Agree to Continue

Create an Account

* Name: optional

* First Middle Last Suffix

* Date of Birth:

* Email: If you do not have an Email account, please enter: vvhs.alerts@sitevision.com

Your username can not be changed in the future.

* Select a user name:

You password must be at least 8 characters long and contain at least one lower case letter, upper case letter, and digit or special character.

* Password:

* Confirm Password:

The following security question will help us verify your identity should you forget your password.

* Security Question:

* Answer:

Create My Account or **Cancel**

Step 3 – Enter personal and emergency contact information, and include a personal photo, if desired. Select Next Step.

Volunteer Registration - Contact Information

1 Create Account
2 Contact Information
3 Credentials
4 Additional Information
5 Submit

Personal Information

* Name:

Test

optional

Volunteer

* First

Middle

* Last

Suffix

Maiden Name:

* Date of Birth:

01/01/2017

* What district would you like to serve?

Please Select

What localities would you like to serve?

select all

deselect all

* Primary Email:

testvolunteer@mail.com

If you do not have an Email account, please enter: whs.alerts@stevision.com

Secondary Email:

* Gender:

☐ Female ☐ Male

* Race:

Please Choose

Photo (headshot)

(Optional) Upload a headshot similar to a passport photo to be used for your identification badge.



Select image

* Mailing Address

Address 1

address line 1

Address 2

address line 2 (optional)

City

city

State

Virginia

Zip Code

zipcode

* Home Address

Address 1

address line 1

Address 2

address line 2 (optional)

City

city

State

Virginia

Zip Code

zipcode

Same as Mailing Address

Contact Phone

* Primary Phone:

(999) 999-9999

Please select phone type

Secondary Phone:

(999) 999-9999

Please select phone type

Phone and Text Alerts

The numbers entered below will be used to receive SMS text and phone/voice messages for emergencies, exercises and other important information. In addition to SMS text and phone/voice messages, an email notification will be sent. Note: Message and data rates may apply based on your carrier and your individual phone plan. Please contact your carrier for more details.

Phone Number

(999) 999-9999

Add Phone

Phone Type

Home - Primary

Messages

☐ Both ☒ Phone/Voice ☐ SMS Text

☐ I acknowledge that message and data rates may apply based on my carrier and my individual cell phone plan.

Emergency Contact Information

* Name:

First Name

Last Name

Relationship:

Please Choose

* Primary Phone:

(999) 999-9999

Please select phone type

Secondary Phone:

(999) 999-9999

Please select phone type

Next Step

or Save and continue later



Step 4 – Enter your current employment status and employee information (if applicable). Enter any license and certification information, as well as any languages. Select Next step.

Volunteer Registration - Credentials

1 Create Account 2 Contact Information 3 Credentials 4 Additional Information 5 Submit

Employer Reference

* Current Job Status:

License & Certification

Copies of license and certifications must be provided to the MRC unit coordinator.

Credential Type	License Number	State	Issuing Organization	Expiration	
<input type="text" value="Drivers License"/>	<input type="text"/>	<input type="text" value="VA"/>	<input type="text" value="DMV"/>	<input type="text" value="mm/dd/yyyy"/>	Remove
<input type="text" value="Healthcare License"/>	<input type="text"/>	<input type="text" value="VA"/>	<input type="text" value="Please Choose"/>	<input type="text" value="mm/dd/yyyy"/>	Remove

[Add Credential](#)

Please enter your current CPR & Life Support certifications.

Certification Type	Issuing Organization	Expiration	
<input type="text" value="Please Choose"/>	<input type="text" value="Please Choose"/>	<input type="text" value="mm/dd/yyyy"/>	Remove
<input type="text" value="Please Choose"/>	<input type="text" value="Please Choose"/>	<input type="text" value="mm/dd/yyyy"/>	Remove

[Add Certification](#)

Languages

* Primary Language:

Secondary Language: Remove

☐ I am willing to be a medical interpreter for this language.

[Add Language](#)

[Next Step](#) or [Save and continue later](#)

Step 5 – Select the appropriate answers for additional information. Select Next Step.

Volunteer Registration - Additional Information

1 Create Account 2 Contact Information 3 Credentials 4 Additional Information 5 Submit

Additional Information

* Are you at least 18 years old or have a parent's permission to volunteer? ☐ Yes ☒ No

* Are you at medically fit and eligible to work or volunteer in the United States? ☐ Yes ☒ No

* Do you have an unencumbered valid VA Medical License? ☐ Yes ☒ No ☐ N/A

* Are you a Physician licensed to practice/perform in any other state? ☐ Yes ☒ No

Select any volunteer response organizations that you are affiliated with:

[Add Organization](#)

Are you currently registered with any other MRC units? ☐ Yes ☒ No

* Are you willing to volunteer in the event of a public health emergency/disaster? ☐ Yes ☒ No

* Would you be willing to volunteer Statewide? ☐ Yes ☒ No

* Would you be willing to volunteer Nationally? ☐ Yes ☒ No

* How did you learn about the MRC?:

Additional Information:

[Next Step](#) or [Save and continue later](#)

Step 6 – Review the HIPAA and MRC Volunteer Liability Act, and acknowledge that you understand the information and will abide by volunteer policies and guidelines. Select your acknowledgement and consent to the other items. Select Submit for Approval to submit your volunteer registration form.



Volunteer Registration - Submit

1 Create Account

2 Contact Information

3 Credentials

4 Additional Information

5 Submit

Acknowledge and Submit for Approval

☐

I acknowledge that I have read [HIPAA](#) and [MRC Volunteer Liability Act](#) and understand the information. I realize that there are civil and criminal penalties for the unauthorized use and disclosure of PHI. I will abide by the volunteer policies and guidelines when performing my duties as a Medical Reserve Corps volunteer for the VDH.

* Hipaa Signed Date:

02/13/2017

* Liability Signed Date:

02/13/2017

☐

I consent to the use of MRC related photographs containing my likeness for any MRC related purpose including public relations and recruitment purposes.

☐

I understand that the Virginia Department of Health will only use my personal information as it directly relates to my role as a volunteer with the Medical Reserve Corps.

☐

I hereby certify that all entries on this registration form are true and complete. I agree and understand that any falsification of information herein, regardless of time of discovery, may cause forfeiture on my part of my volunteer position in the service of the Commonwealth of Virginia. I understand that all information on this registration is subject to verification and I consent to credential and criminal history background checks. I also consent that you may contact all references listed regarding this registration. I further authorize the Commonwealth to rely upon and use, as it sees fit, any information received from such contacts. Information contained here may be disseminated to other agencies, nongovernmental organizations or systems on a need-to-know basis for good cause shown as determined by the program coordinator or designee. I also understand that completion of the application does not guarantee that I will be approved as a volunteer.

Submit for Approval

 or [Continue later](#)

APPENDIX F — CREATING A TRAIN ACCOUNT

Step 1 – Go to <https://va.train.org>. Click on “Create Account.”

Virginia Department of Health
TRAINVirginia

PHF
Public Health Foundation

Welcome Guest! | Wednesday, March 18, 2009

Home Course Search Help Competencies About This Site

Member Login
Login Name:
Password:
Login
Forgot Your Password?
Create Account

Announcements

VDH VIRGINIA DEPARTMENT OF HEALTH
Protecting You and Your Environment

Welcome to TRAIN, the premier learning resource for professionals who protect the public's health. A free service of the Public Health Foundation, www.train.org is part of the newly expanded TrainingFinder Real-time Affiliate Integrated Network (TRAIN).

Link to New User training

Through this site, you can:

- Quickly find and register for many courses listed on Train.org and participating TRAIN affiliate sites,
- Track your learning with personal online transcripts,
- Access valuable materials, course reviews, and discussions to improve your learning experience, and
- Stay informed of the latest public health trainings for your area or expertise.

If this is your first visit, click "Create Account" on the left menu to register for TRAIN and start learning today!

If you already have an account, please enter your Login Name and Password in the text-boxes provided on the left menu and click "Login".

Become A Course Provider
To add your courses to the TRAIN system,
Become a provider

Large Font Version

Powered by TrainingFinder

Home Page for the Virginia Department of Health
Home Page for the Public Health Foundation

© PHF 2003-2009 - Confidentiality Statement

Step 2 – Accept the TRAIN policies by selecting the box. Click Next.

TRAIN Policies

Virginia Department of Health
TRAINVirginia

PHF
Public Health Foundation

Home Course Search Help Competencies About This Site

Please read the following TRAIN policies carefully. If you agree to these policies, check the box below to continue with the registration.
Note: You must agree to these policies to be able to access the TRAIN website.

TRAIN Policies

- General Policies and Liability Terms
- Confidentiality Statement
- Learner Rights and Responsibilities
- Course Provider Rights and Responsibilities
- Definitions

☒ I agree to these TRAIN policies

Next Cancel

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Step 3 – Enter the required account information.

Use the same email you used to register in VVHS

Enter *Fairfax County Medical Reserve Corps* in the Organization Name field

Enter *MRC* in the Department/Division field

Step 4 – On the following screen, click on “Select Groups” next to State Portal, then select your job role, agency, and location.

Please select from the dropdown menus below your location, agency and/or job role as appropriate.

Select Job Role Select Agency/Industry

Back

- The “Select Job Role” dropdown menu asks if you are a certified EMS provider. Select the appropriate answer.
- From the “Select Agency/Industry” dropdown menu, choose “State Agency.” This will prompt a “Select Office or Department” dropdown menu to appear.
- Choose “Department of Health” from the “Select Office or Department” dropdown menu. This will prompt another “Select Office or Department” dropdown menu to appear.
- Choose “Virginia Health Districts” from the second “Select Office or Department” menu.
- Finally, select “Fairfax” then “Fairfax County” for the remaining dropdown menus.



Note: Once you have made your selections for each drop down menu, be sure that your answers match those depicted in the figure below! The only answer that might vary from the figure below is your EMS provider status. Please select the answers exactly as they appear in the figure below!

Virginia	
Not a Virginia Certified EMS Provider	State Agency
	Department of Health
	Virginia Health Districts
	Fairfax
	Fairfax County

Step 5 – Click on Select Groups next to MRC Portal. Choose Fairfax Medical Reserve Corps from the dropdown menu.

Select Groups

Region 03 (Ill)

Virginia

Fairfax Medical Reserve Corps

U.S. Department of Health & Human Services
Regions

Submit

Cancel



Step 6 – Select up to three professional roles that best match your profession, and choose a specialization if applicable.

Please take a minute to review all roles before making your selection.

Please select up to three (3) Professional Roles that best match your profession, and select Specialization where available.
If the "Other" option is selected, please enter specialization.

Professional Role	Value
<input type="checkbox"/> Allied Health Professional	Select
<input type="checkbox"/> Administrator / Director / Manager	
<input type="checkbox"/> Administrative Support Staff	
<input type="checkbox"/> Animal Control Specialist / Veterinarian	
<input type="checkbox"/> Biostatistician	
<input type="checkbox"/> Childcare Provider	
<input type="checkbox"/> Communicable Disease / Infection Control Staff	
<input type="checkbox"/> Computer / Information Systems Specialist	
<input type="checkbox"/> Dental Professional	Select
<input type="checkbox"/> Emergency Responder	Select
<input type="checkbox"/> Environmental Health Professional	Select
<input type="checkbox"/> Epidemiologist / Surveillance Staff	
<input type="checkbox"/> Finance and Budget Staff	
<input type="checkbox"/> Food Services / Facilities Management Staff / Housekeeper	
<input type="checkbox"/> Government Official	Select
<input type="checkbox"/> Health Educator	
<input type="checkbox"/> Laboratory Professional / Technician	
<input type="checkbox"/> Law Enforcement	
<input type="checkbox"/> Legal Professional	
<input type="checkbox"/> Librarian / Information Specialist	
<input type="checkbox"/> Licensure / Inspection / Regulatory Specialist	
<input type="checkbox"/> Medical Examiner / Coroner	
<input type="checkbox"/> Mental and Behavioral Health Professional	Select
<input type="checkbox"/> Nurse	Select
<input type="checkbox"/> Occupational Health and Safety Personnel	
<input type="checkbox"/> Outreach / Field Worker	

Step 7 – Select up to three work settings that best match your work environment.

Please select up to three (3) Work Settings that best fit your work environment. Choose Subcategories where applicable.

Work Settings	Value
<input type="checkbox"/> Academic / Educational Institution	Select
<input type="checkbox"/> Official Public Health Agencies	Select
<input type="checkbox"/> Military	
<input type="checkbox"/> Other Government Agencies (except Military)	
<input type="checkbox"/> Healthcare Services	Select
<input type="checkbox"/> Indian Health Service	
<input type="checkbox"/> Tribal Health Sites	
<input type="checkbox"/> Non-Profit Organization (except Healthcare)	
<input type="checkbox"/> Private Industry (except Healthcare)	
<input type="checkbox"/> Other (specify)	

Back Next

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Step 8 – Select your demographic information (optional).

Please select appropriate demographic information (optional).

Demographic Information	Value
Education level (highest attained)	Select
Sex	Select
Ethnicity	Select
Race	Select
Birth Date	(Format: MM/DD/YYYY)
Primary Language	Select
Secondary Language	Select

Back Next



Step 9 – Select your Virginia Department of Health attributes (optional).

Please enter the appropriate information (optional).

Virginia Attributes	Value
Current VDH Employee *	Select ▼
Professional Association Number	
Race / Ethnicity	Select ▼
Manager / Supervisor	<input type="checkbox"/>

Back Next

Step 10 – If you have a FEMA Student ID Number (for previously attended FEMA trainings), enter the number in the box. Otherwise, select Next.

If you have a FEMA Student ID Number please enter it in the field below.

FEMA Student ID Number	Value
FEMA Student ID Number	

Back Next

Step 11 – If you hold a professional license, select Yes. Then enter your license number on the following screen. Otherwise, select No.

Do you hold a Professional License Number? *

☒ Yes
☐ No

Back Next

License Type 1: --Select-- ▼ --Select-- ▼

License Number 1:

License Type 2: --None-- ▼ --Select-- ▼

License Number 2:

Back Next

Step 12 – If you selected more than one professional role (in Step 6) or work setting (in Step 7), identify your primary professional role and/or work setting using the dropdown menus.

User Attribute Primary Selection

You have selected more than one professional role and/or work setting as listed below. Please choose which of these selections represents your professional role and/or work setting.

Category name	Primary Attribute
Professional Role	--Select-- ▼
Work Settings	--Select-- ▼

Continue



Step 13 – Once the creation of your new account is complete, you will see the screen below. The TRAIN system will also send you a confirmation email. You must follow the instructions in the email to confirm your account.

Hello, Test

Your NEW ACCOUNT has been created.
Click on **Continue** button to register for your course.

To receive emails from TRAIN, you must confirm your email account. An email has been sent to you from the TRAIN system. Please open this email and click or copy and paste the link in that message.

[Continue](#)

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APPENDIX G — FAIRFAX MEDICAL RESERVE CORPS VOLUNTEER STATUS PROCEDURE

PURPOSE:

To describe the how Fairfax MRC volunteers obtain *Active*, *Pending*, and *Inactive* volunteer status.

APPLICANT REQUIREMENTS:

- Complete the Fairfax MRC online application
- Complete Basic Training requirements
- Participate in one Fairfax MRC activity per year

FAIRFAX MRC PROGRAM OFFICE REQUIREMENTS:

- Review and approve each volunteer application
- Communicate with Fairfax MRC applicants regularly
- Verify credentials of all healthcare professional volunteers
- Verify applicants are not listed on the National or Virginia Sex Offender Registry
- Verify that applicants do not have any disqualifying criminal offenses

PROCEDURE:

In order to be prepared for emergencies, the Fairfax County Health Department counts on its MRC volunteers to respond when called upon. Therefore it has established the following *Volunteer Statuses* to quickly and efficiently determine volunteer resources:

- Active
- Pending
- Temporarily Inactive
- Inactive or Archived

ACTIVE STATUS VOLUNTEERS

Active Status Volunteers provide the Fairfax County Health Department with direct program and administrative support, participate in Advanced training opportunities, exercises, and outreach events, as well as support the FCHD during emergencies. Fairfax MRC members who have completed the following items will be classified as *Active Volunteers*:

1. Basic Training requirements, including:
 - MRC Orientation and Personal Preparedness⁶
 - IS-100
 - IS-700
2. Participation in at least one activity per calendar year. Approved activities include, but are not limited to:
 - Fairfax MRC/Health Department sponsored trainings such as:
 - Monthly in-person Fairfax MRC trainings
 - VDH Polycoms and Webinars
 - Approved FEMA Independent Study (IS) courses
 - Fairfax MRC/Health Department sponsored exercises including:

⁶ For those who attended the MRC Orientation prior to March 2016, they will need to satisfy the Personal Preparedness training requirement through either the Personal Preparedness workshop or the FEMA IS-22 training.



- Local, regional or statewide exercises which Fairfax MRC volunteers are requested to support
 - Quarterly Notification Drills
 - Additional exercises, as approved by the MRC Program Office
- Fairfax County Health Department emergency response activities, including
 - Vaccination Clinics
 - Point of Distribution
 - Medical Support at Shelters
 - Call Center
- Fairfax MRC Outreach Events, including
 - Community Champions Project
- Fairfax County Health Department support, including:
 - Administrative Support
 - Programmatic support

PENDING STATUS VOLUNTEERS:

Applicants will be classified as *Pending Volunteers* until their application has been reviewed and approved by the MRC Program Office and they have completed the Basic Training requirements (MRC Orientation and Personal Preparedness, IS-100, and IS-700).

- Pending Volunteers have one (1) year from their application date to complete their application and Basic Training requirements
- Pending Volunteers who are unable to complete the application and training requirements within one (1) year of their application will be re-classified as *Inactive Volunteers*

INACTIVE STATUS VOLUNTEERS:

Volunteers who have not met the training or participation requirement, no longer live in Fairfax County, or request to be reclassified for any reason, will be classified as *Inactive Volunteers*.

1. Volunteers who request *Inactive Status* may request to be placed on this status on a temporary basis for any reason, including family, work, personal, or travel obligations.
 - *Temporarily Inactive Volunteers* are those who request *Inactive Status* temporarily, but intend to return to *Active Status* in the near future.
 - *Temporarily Inactive Volunteers* will continue to receive Quarterly Newsletters from the MRC Program Office, however, they will not receive any other communication from the Program Office, nor will they be activated for an emergency
2. Volunteers who meet the following criteria will be classified as *Inactive Volunteers*:
 - No longer reside in Fairfax County
 - Did not meet Application/Basic Training requirements
 - Did not meet the participation requirements
 - *Inactive Volunteers* will not receive any communication from the MRC Program Office, nor will they be activated for an emergency
3. Inactive Volunteers may request the MRC Program Office to review their status at any time for reclassification to *Active Status*



- Volunteers must meet all training, application and participation requirements before they will be eligible for reclassification to *Active Status*, including *Temporarily Inactive Volunteers*

MAINTENANCE:

ONGOING MAINTENANCE:

- The Monthly Snapshot will be sent to *Pending* and *Active Volunteers* to keep them informed of Fairfax MRC activities and upcoming training opportunities.
-

QUARTERLY MAINTENANCE:

- The Fairfax MRC Program Office will send Quarterly Application/Training Updates* to *Pending Volunteers* outlining the remaining steps necessary to become and an *Active Volunteer*.
- Quarterly, the MRC Program Office will review the records of all *Pending Volunteers*, and will reclassify any *Pending Volunteer* who has not completed the training and/or application requirements within 12 months of their application date to *Inactive Status* and notify them of the change. (Inactive Status Notification*)

SEMI-ANNUAL MAINTENANCE:

- At the end of the first and third quarters of the calendar year, the MRC Program Office will review the records of *Active Volunteers* and send a Bi-Annual Active Membership Requirement* to those who have not participated in at least one (1) activity.

ANNUAL MAINTENANCE:

- At the end of the calendar year, the MRC Program Office will review the records of all *Active Volunteers* and will reclassify and notify any *Active Volunteer* who has not met the participation requirements during the past calendar year (Inactive Status Notification*)



APPENDIX H — STEPS TO PERSONAL PREPAREDNESS

Disasters can strike quickly and without warning. They may force you to evacuate your neighborhood or require that you shelter in place inside your home. Disasters can also interrupt basic services like water, gas, electricity, and telephones. Local officials and relief workers may not be able to assist everyone who needs help in the aftermath of disaster. Families can cope with disaster by preparing in advance and working together as a team.

Follow the steps listed here to create your family's disaster plan. For additional preparedness information, visit www.vaemergency.com/ReadyVirginia. Knowing what to do is your best protection and your responsibility!

Prepare a Plan—prepare your disaster plan and review it with family members and contacts

- Meet with your family to discuss why you need to prepare for disaster. Plan to share responsibilities and work together as a team if a disaster occurs.
- Discuss the types of disasters that are most likely to happen in your community and how you will respond (e.g., evacuate; shelter in place; or drop, cover, and hold on). Explain to children the dangers of fire, severe weather, earthquakes, etc.
- Familiarize yourself with disaster response and recovery services available in your community such as healthcare facilities, CERT, the American Red Cross, etc.
- Familiarize yourself with your work and children's school emergency plans.

Be Prepared—learn how to respond and prepare your supplies in advance

- Teach children how and when to call 9-1-1 for emergency help.
- Have a fire extinguisher and know how to use it.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Determine the best escape routes from your home. Know at least two ways out.
- Find the safe places in your home for each type of disaster that would require you to shelter in place.
- Inspect your home at least once a year and fix potential hazards. Hazards are things that could fall, break, or injure someone during a disaster or that could cause a fire.
- Get to know your utilities.
 - Locate the main electric fuse box, water service main, and natural gas main.
 - Ensure that each family member knows how and when to turn off these utilities.
 - Keep necessary tools near gas and water shut-off valves.
- Ensure that you have adequate insurance coverage.
- Take a CPR/First Aid course.
- If applicable, know how you will take care of your pets in the event of a disaster.
- Stock emergency supplies and assemble a disaster supplies kit. Store supplies in a sturdy, easy-to-carry container such as a backpack, duffle bag, or plastic bin. Keep a smaller kit in the trunk of your car. Recommended emergency supplies include:
 - A three-day supply of water (one gallon per person per day) and non-perishable food



- One change of clothing and footwear per person (season appropriate)
- A first aid kit that includes your family's prescription medications
- Battery-powered or hand crank radio, flashlight, and extra batteries
- Emergency tools including wrench or pliers to turn off utilities
- Whistle to signal for help
- Dust mask or cotton t-shirt to help filter air
- Plastic sheeting and duct tape to seal windows, doors, etc.
- An extra set of car keys and a credit card, cash (small bills), or traveler's checks
- Personal hygiene items
- Sanitary supplies (disinfectant, moist towelettes, garbage bags, etc.)
- Special items for infants, seniors, or family members with special needs (if applicable)
- Pet supplies (if applicable)
- Important family documents such as health records, birth certificates, passports, and insurance policies (keep in a waterproof container such as a Ziploc bag).
- One blanket or sleeping bag per person
- Rain gear
- Paper and pencil
- Waterproof matches
- Tent
- Maps

Keep in Touch—plan how your family will stay in contact if separated by disaster

- Pick two meeting places: 1) a location a safe distance from your home in case of a sudden emergency, like a fire and 2) outside of your neighborhood in case you cannot return home. Everyone must know the locations of both meeting places.
- Choose an out-of-state friend or family member to be your "check-in contact" for everyone to call. After a disaster, it is often easier to call long distance than to call locally. Family members should call this person and tell them where they are. Everyone must know your check-in contact's phone number.
- Post emergency telephone numbers by phones (i.e., fire, police, poison control, etc.).
- Give everyone in the family a copy of emergency telephone numbers to keep with them and program into cell phones.
- Assign the phone number of your emergency contact to the name "ICE" (In Case of Emergency) on your cell phone to make it easier for emergency responders to reach the right person if you are injured

Practice Your Plan—exercise and evaluate your plan every six months

- Hold emergency drills with all household members at least two times each year.
- Show each family member how and when to turn off the utilities (water, gas, electricity).



- Keep contact information current.
- Update emergency kits to reflect the changing needs of family members (e.g., replace changes of clothes for size or season appropriateness)
- Replace stored water and food supplies.
- Test fire extinguisher(s), smoke detectors, and batteries and recharge, refresh, or replace as needed.

Neighbors Helping Neighbors—working with neighbors can save lives and property

- Meet with your neighbors to plan how the neighborhood could work together until help arrives following a disaster.
- If you are a member of a neighborhood organization, such as a homeowners' association, introduce disaster preparedness as a new activity.
- Know your neighbors' special skills (e.g., medical, technical) and consider how you could help neighbors who have special needs, such as seniors or neighbors with a disability.
- Make plans for childcare in case parents cannot get home.

If Disaster Strikes

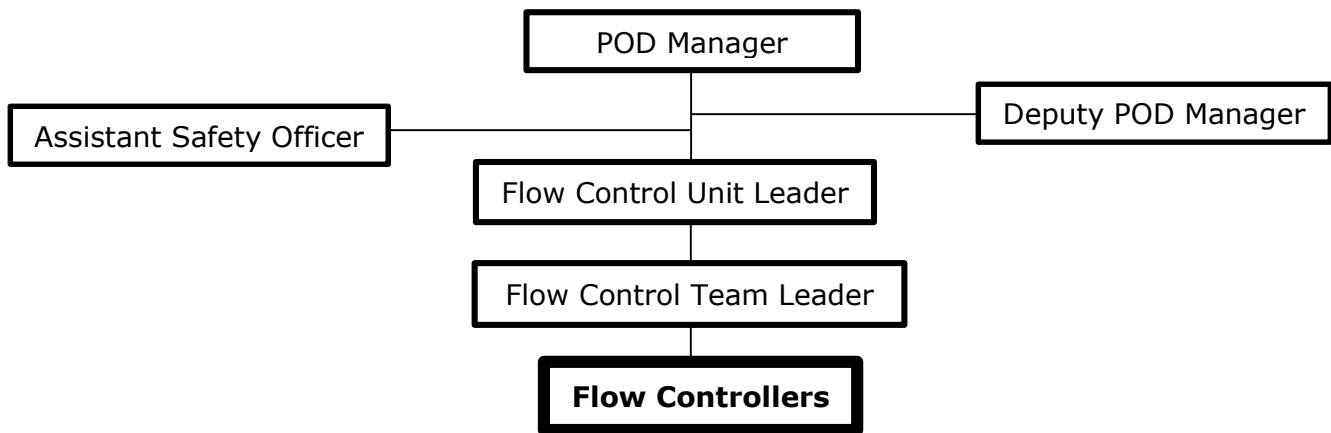
- Remain calm and patient. Put your plan into action.
- Check for injuries. Give first aid and get help for seriously injured people by calling 911.
- Listen to your radio for news and instructions.
- Evacuate immediately using specified travel routes if advised to do so by authorities.
- If evacuating, take your disaster supplies kit and lock your home.
- If instructed to shelter in place, do so immediately.
- Wear protective, seasonally appropriate clothing and sturdy shoes.
- Shut off water, gas, and electricity if you suspect damaged lines or you are instructed to do so. If you turn the gas off, you will need a professional to turn it back on.
- Do not light matches or turn on electrical switches, if you suspect damage to utility lines.
- If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Clean up spilled medicines, bleaches, gasoline, and other flammable liquids immediately.
- Confine or secure your pets.
- Call your long distance contact. Avoid using the telephone again unless it is a life-threatening emergency.
- Check on your neighbors, especially seniors or neighbors with a disability.
- Make sure you have an adequate water supply in case service interrupted.
- Stay away from downed power lines.



APPENDIX I — SAMPLE JOB ACTION SHEET**FLOW CONTROLLER JOB ACTION SHEET**

Rev. January 2017

Flow Controllers are responsible for assisting recipients' movement through the POD, including orderly exit. This position reports to the Flow Control Team Leader.

REPORTING STRUCTURE:**CRITICAL REMINDERS:**

1. Dial 9-1-1 in the event of a medical emergency; provide CPR or first aid as qualified to do so.
2. Inform your ICS supervisor and Safety Officer of any injury or safety issue(s) you identify.
3. Inform your ICS supervisor of any issue you are unable to resolve; provide regular updates to supervisor.
4. Provide excellent customer service in all client interactions – be courteous, respectful, and patient.
5. Refer all media requests to the Public Information Officer (PIO). DO NOT engage with media or answer any questions without prior approval.
6. Document key actions and decisions on ICS Form 214 Activity Log.

START OF SHIFT:

- ☐ Check-in on ICS Form 211 or form provided.
- ☐ Receive assignment and report to supervisor.
- ☐ Review position assignment and responsibilities.
- ☐ Review job assignments of all staff positions you supervise.
- ☐ Debrief with Flow Controller(s) from previous shift to review operational issues.
- ☐ Participate in operational briefing.
- ☐ Familiarize self with NCR Screening Form (if applicable), mass prophylaxis protocol, and recipient information sheets.



- ☐ Conduct just-in-time training for unit staff. Provide orientation to unit duties to assigned staff. Ensure all job aids have been distributed during training.

DURING SHIFT:

- ☐ If assigned to the dispensing area, direct clients to available Dispensers as efficiently as possible. Look out for bottlenecks and report them to your supervisor as necessary.
- ☐ If assigned to the exit area, direct clients to the exit and refer clients with questions to the Education Unit.
 - Identify disruptive persons or other perceived security issues and notify Law Enforcement personnel as soon as possible.
 - Secure exit doors; do not let anyone enter through the exit.
- ☐ Identify recipients with access and/or functional needs and ensure they receive assistance
- ☐ If necessary, Flow Controllers may be requested to help with crowd control at the entrance

END OF SHIFT:

- ☐ Supervise clean-up of your unit, including repackaging of supplies. Notify Logistics Unit of any supplies that are running low.
- ☐ Brief incoming replacement on operational issues.
- ☐ Brief supervisor on outstanding issues.
- ☐ Submit all documentation to the Logistics Unit.
- ☐ Participate in staff debrief.
- ☐ Return vest and any equipment and supplies issued to you.
- ☐ Check-out on ICS Form 211 or form provided.

APPENDIX J — RELATED WEBSITES

- Fairfax County Medical Reserve Corps (MRC): <http://www.fairfaxcounty.gov/mrc/>
- Virginia Medical Reserve Corps: <http://www.vdh.virginia.gov/emergency-preparedness/vamrc/>
- Find MRC Units: <http://medicalreservecorps.gov/FindMRC>
- Virginia Volunteer Health System (VVHS): <https://vvhs.vamrc.org/>
- TRAIN Virginia: <https://va.train.org>
- Fairfax MRC Training and Events: <http://www.fairfaxcounty.gov/mrc/mrc-training.htm>
- FEMA Training: <http://training.fema.gov>
 - FEMA ICS and NIMS Courses: <https://training.fema.gov/IS/NIMS.asp>
- Fairfax Alerts: <http://www.fairfaxcounty.gov/alerts/>



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